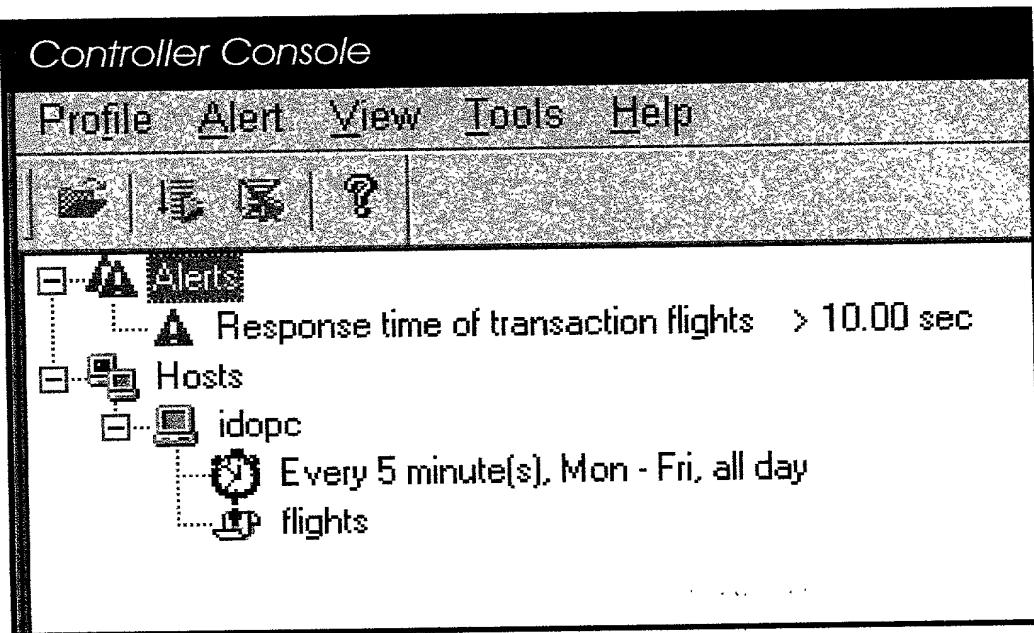
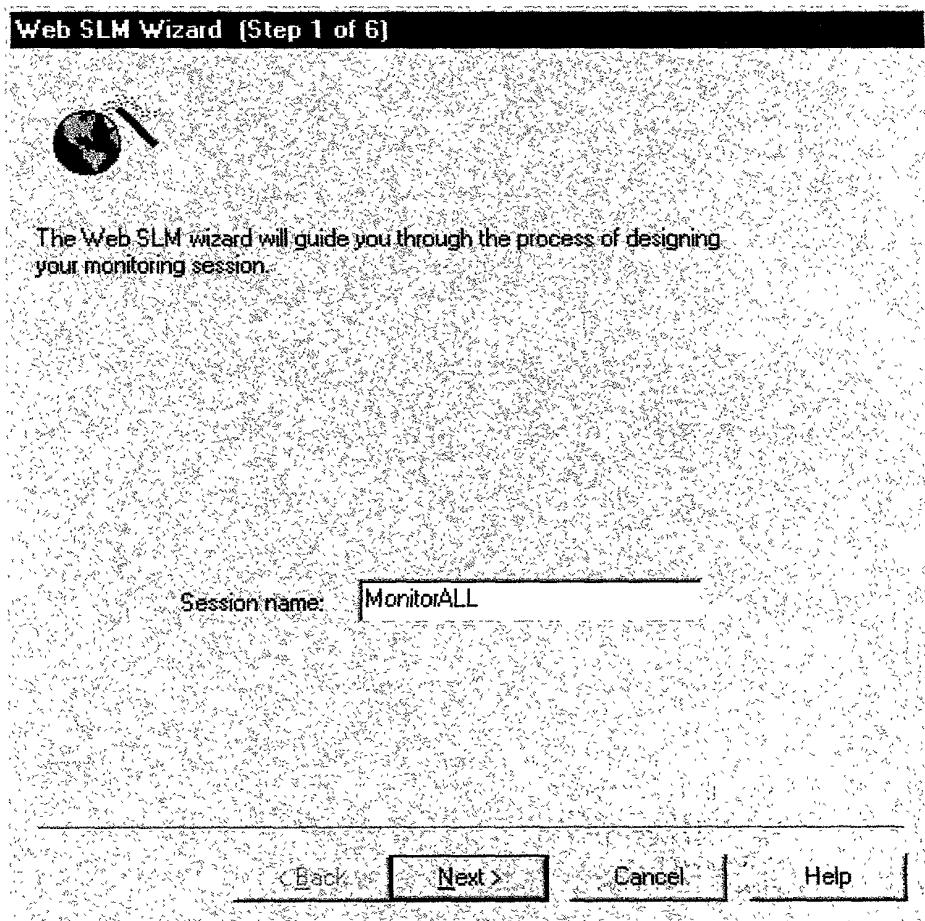


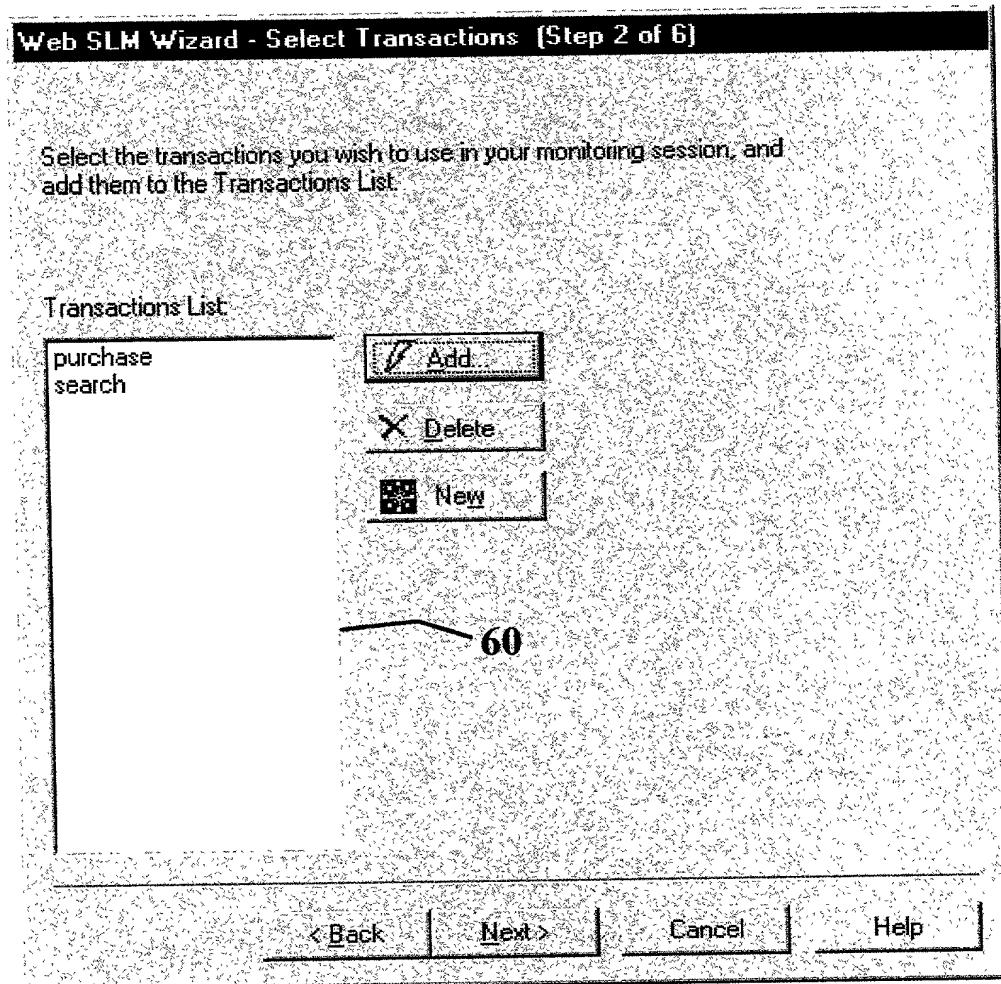
FIG. 1



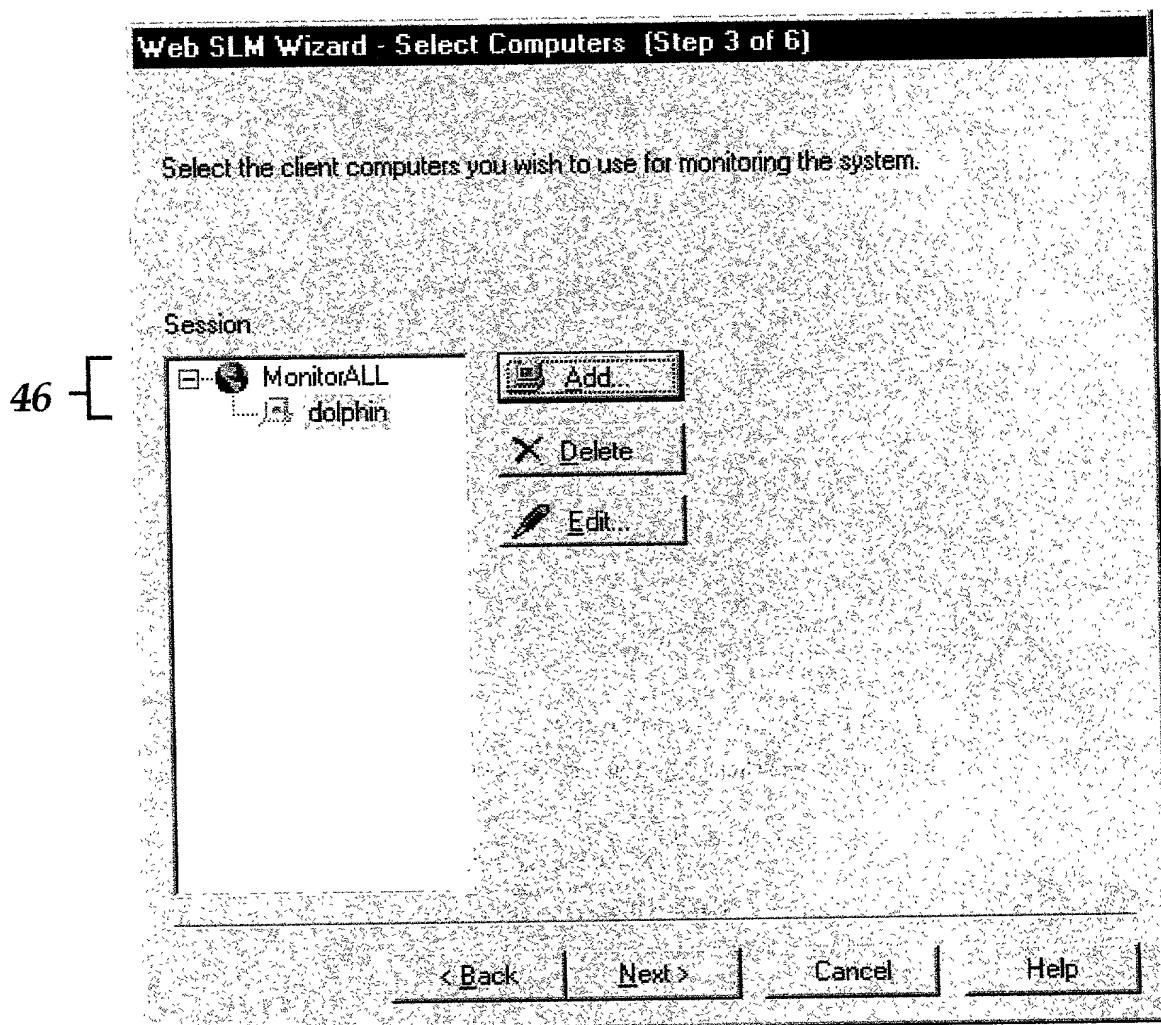
**FIG. 2**



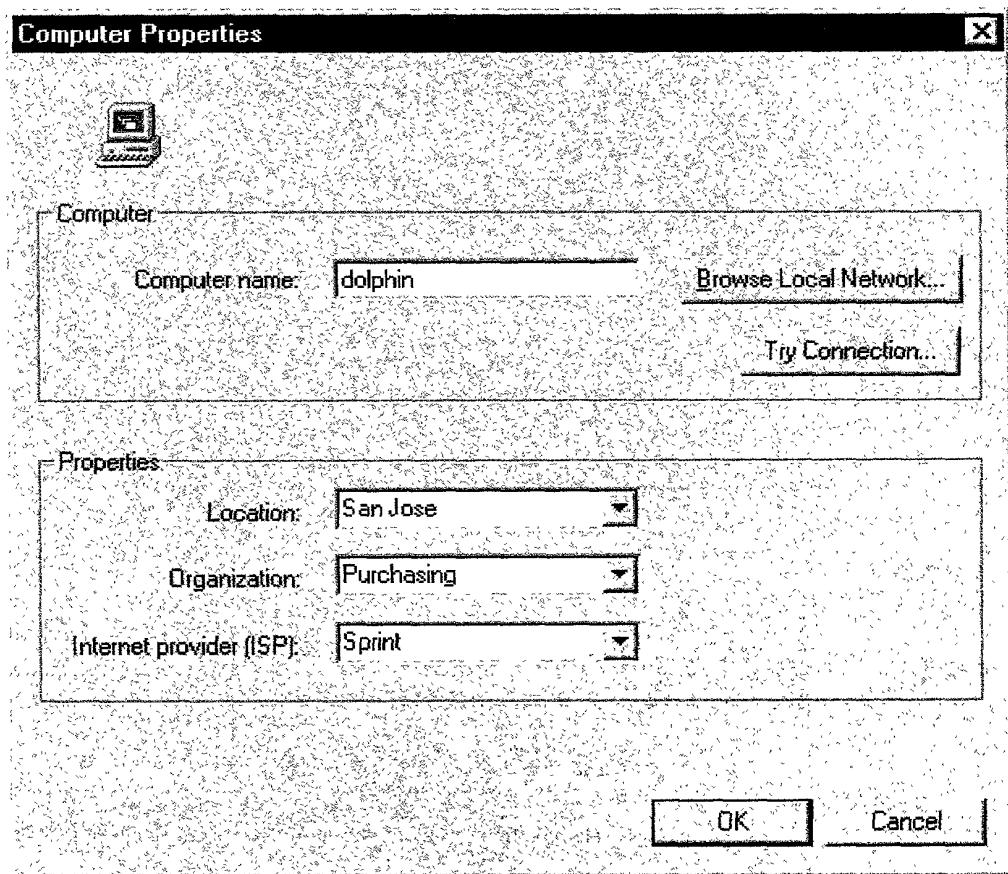
**FIG. 3**



**FIG. 4**



**FIG. 5**



**FIG. 6**

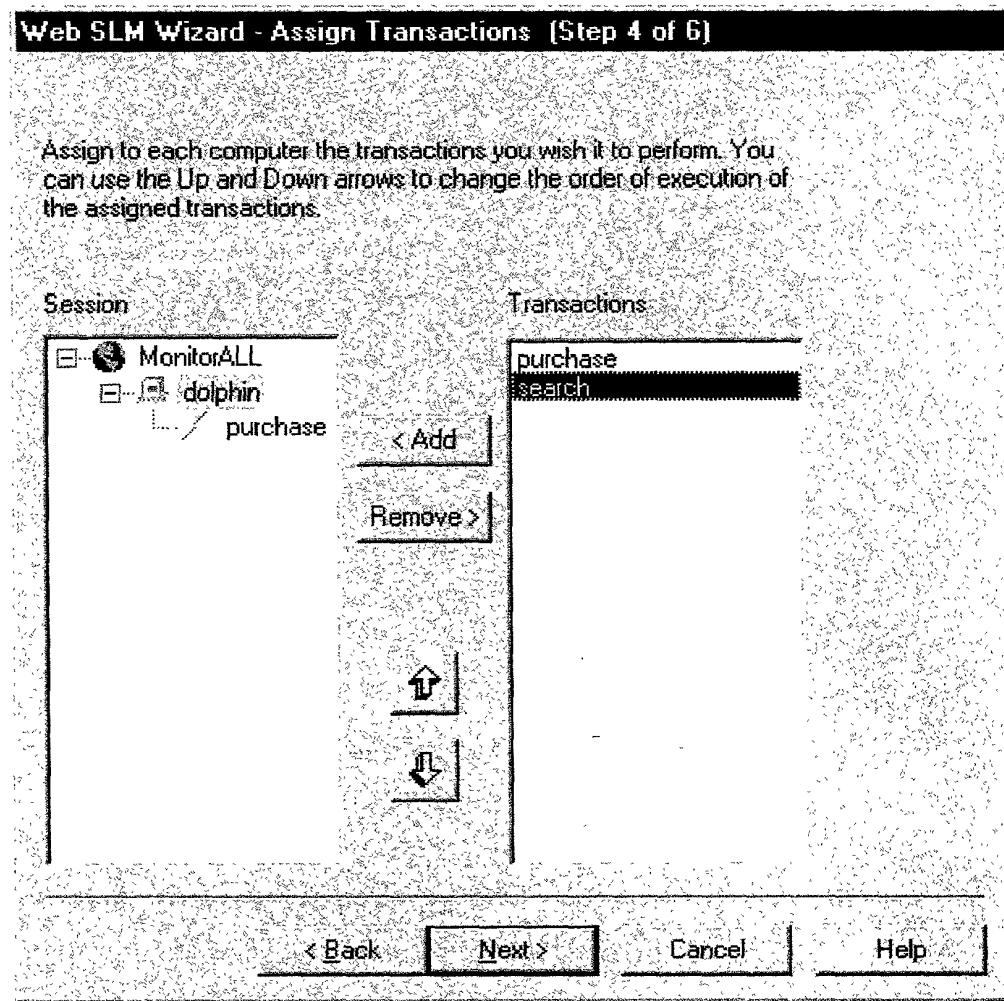
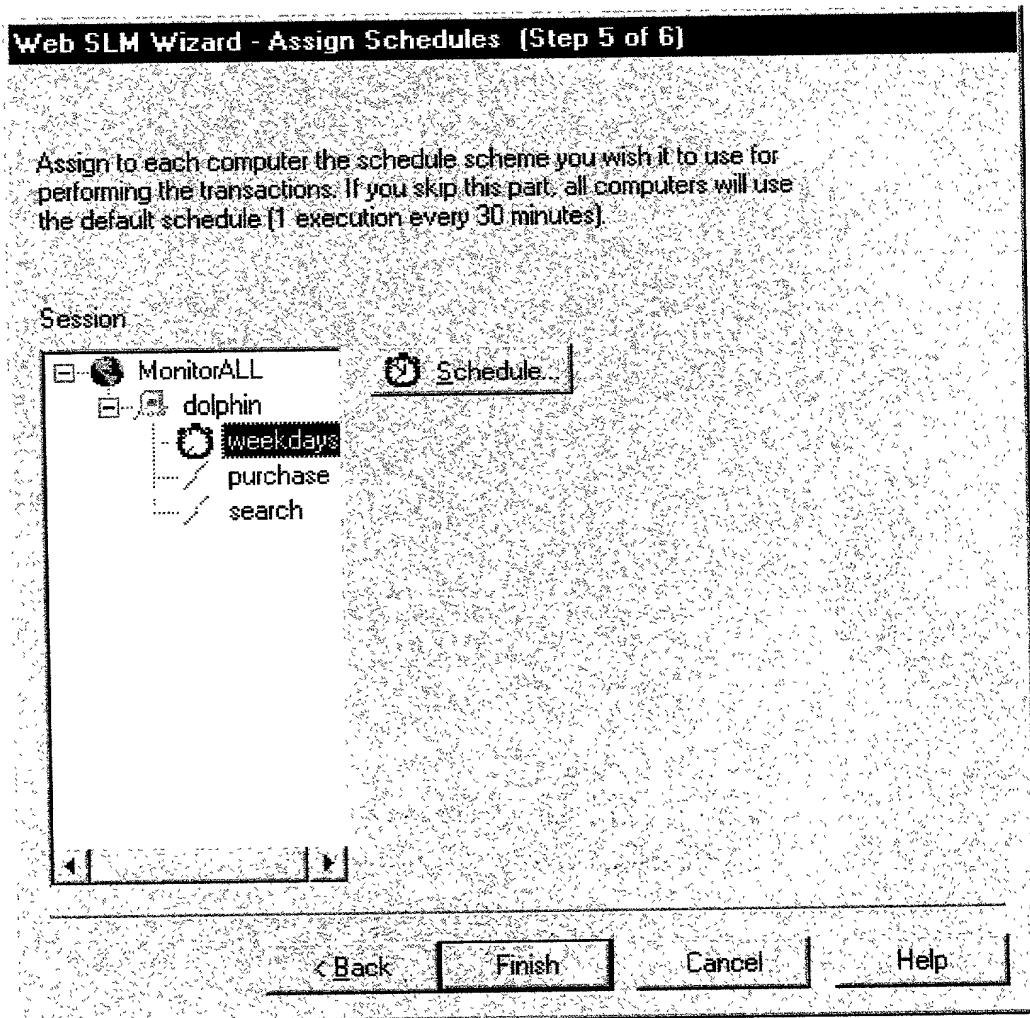
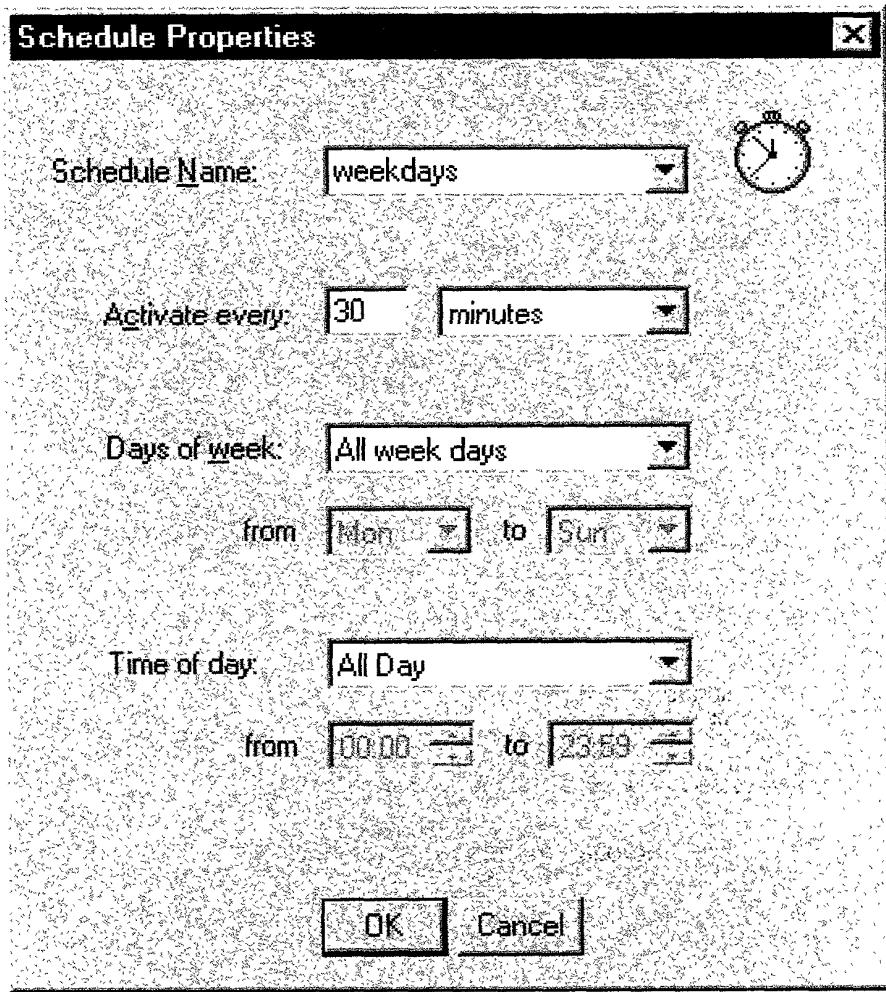


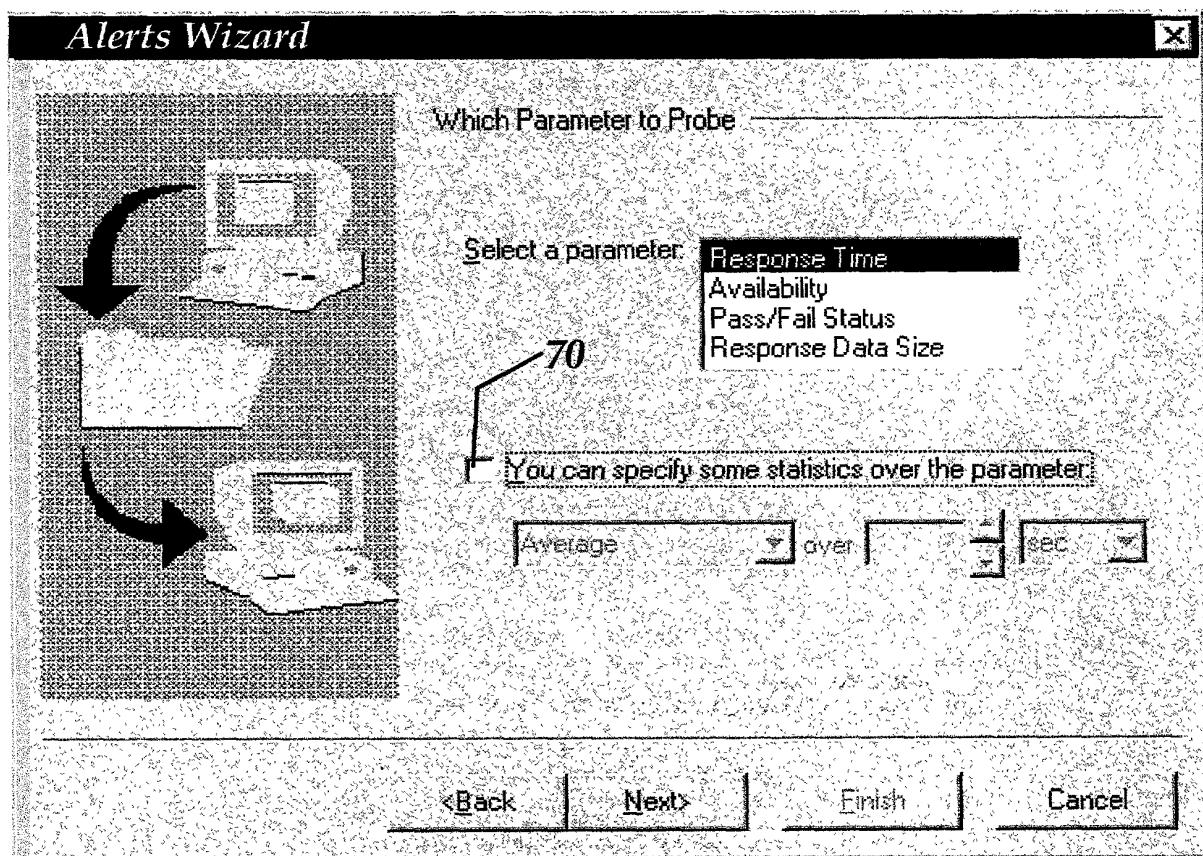
FIG. 7



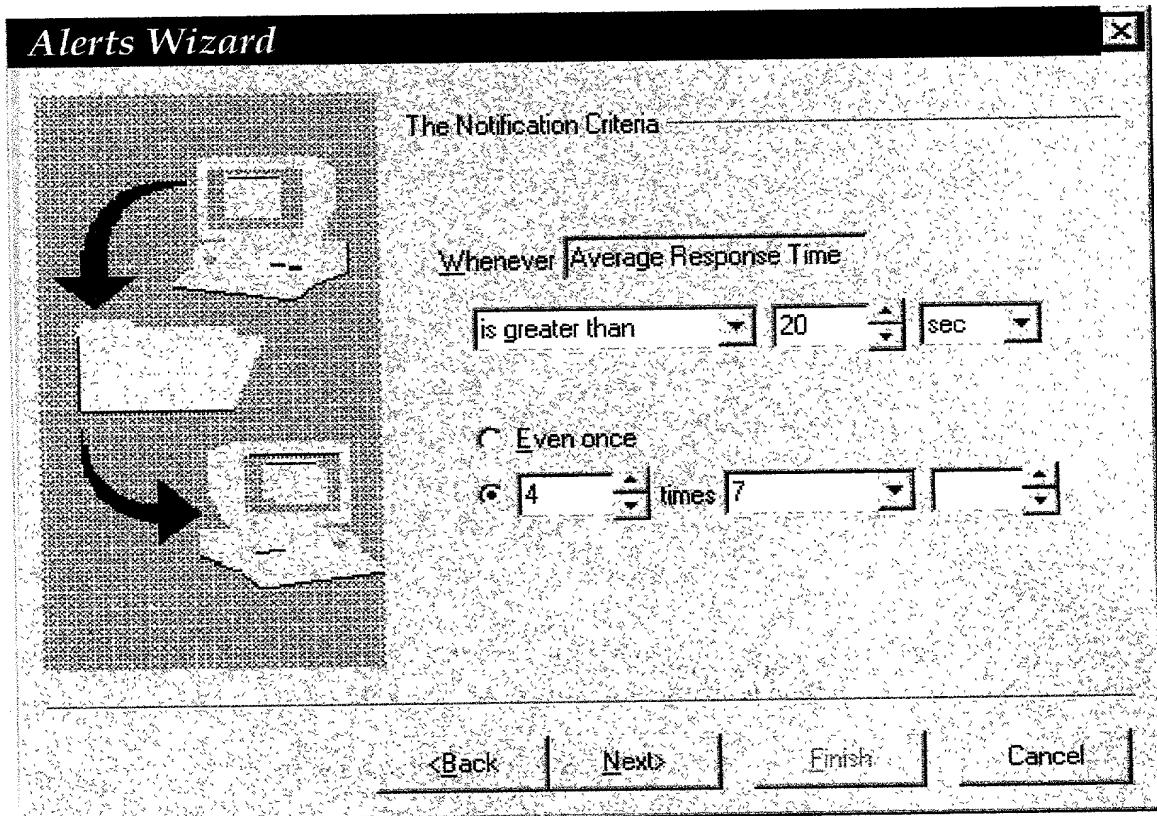
**FIG. 8**



*FIG. 9*



**FIG. 10**



**FIG. 11**

## Alerts Wizard

Configure the alert notification settings.

Select the alert notification method (separate recipients with ',')

E-mail: 1738754@skytel.com

Pager: SkyTel WWW | To: 1738754

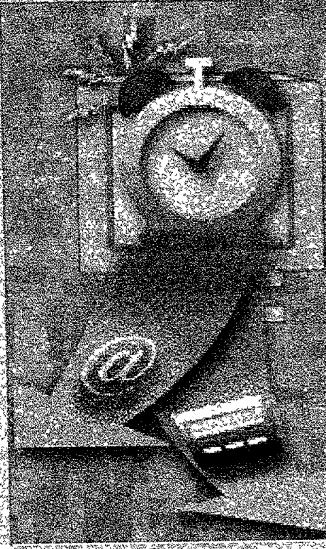
Include the following message in the alert notice:

"Please type your message here."

Send an alert notice via e-mail and/or pager:

Whenever an alert is triggered

No more than once per



**FIG. 12**

FIG. 13

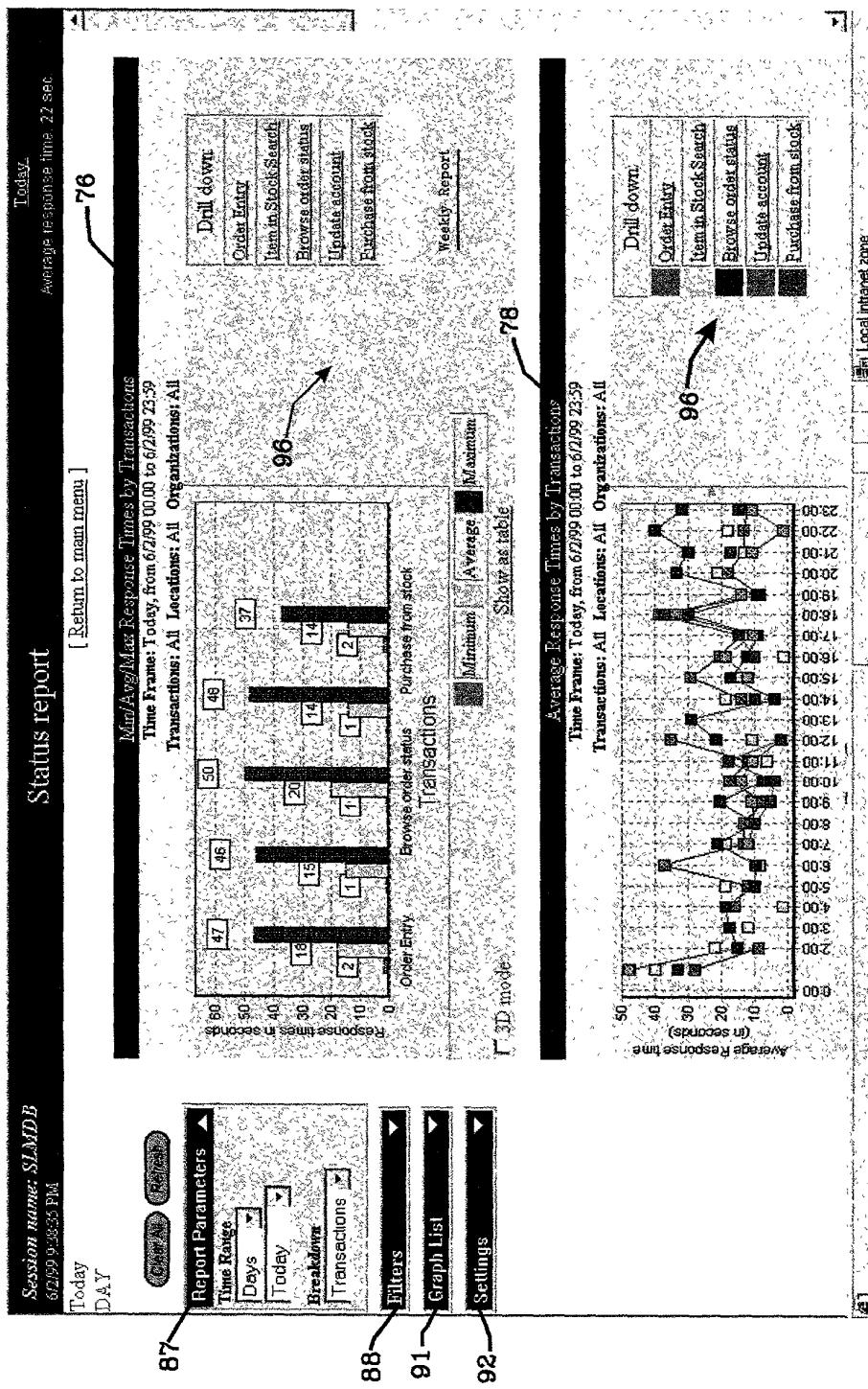
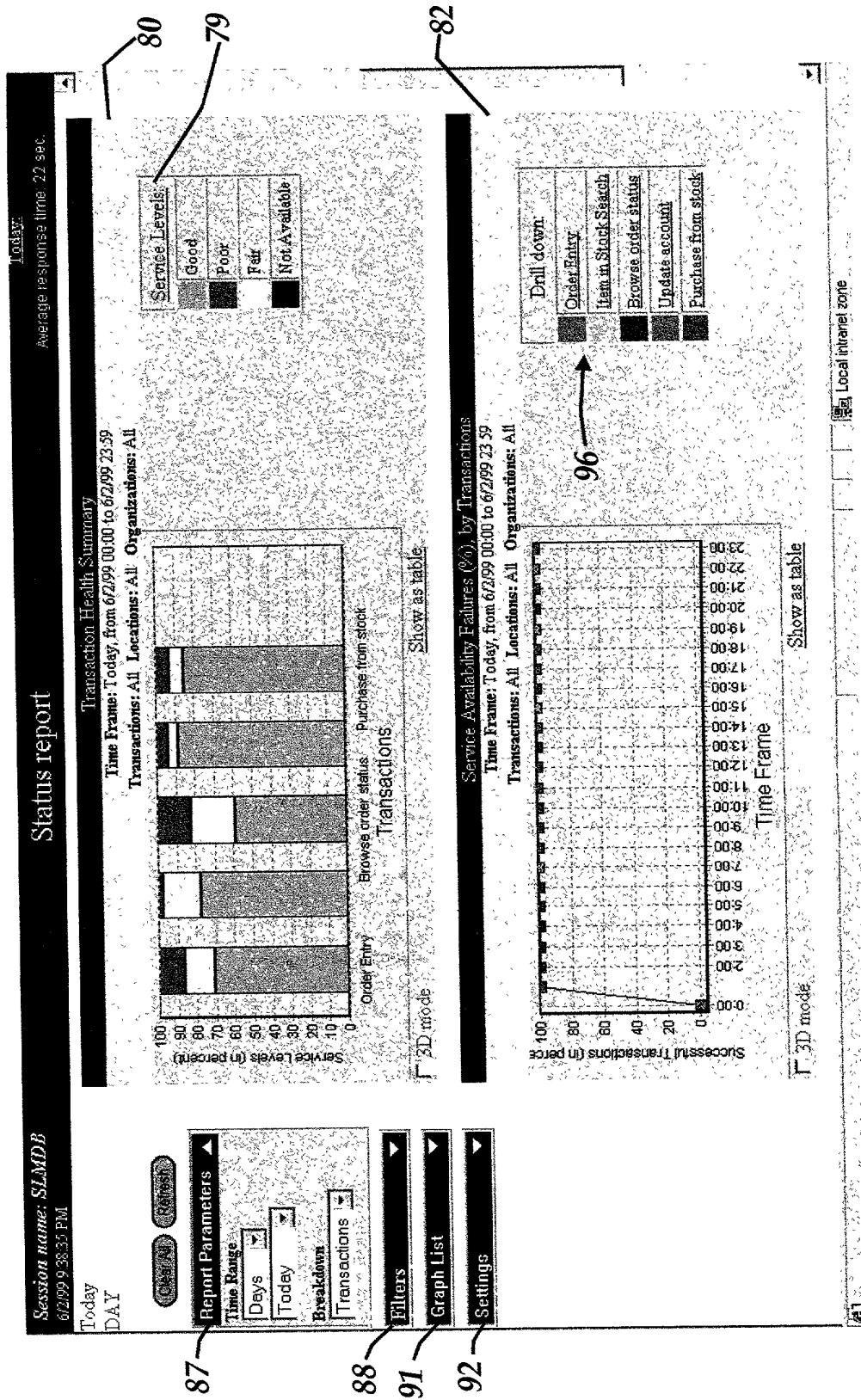


FIG. 14



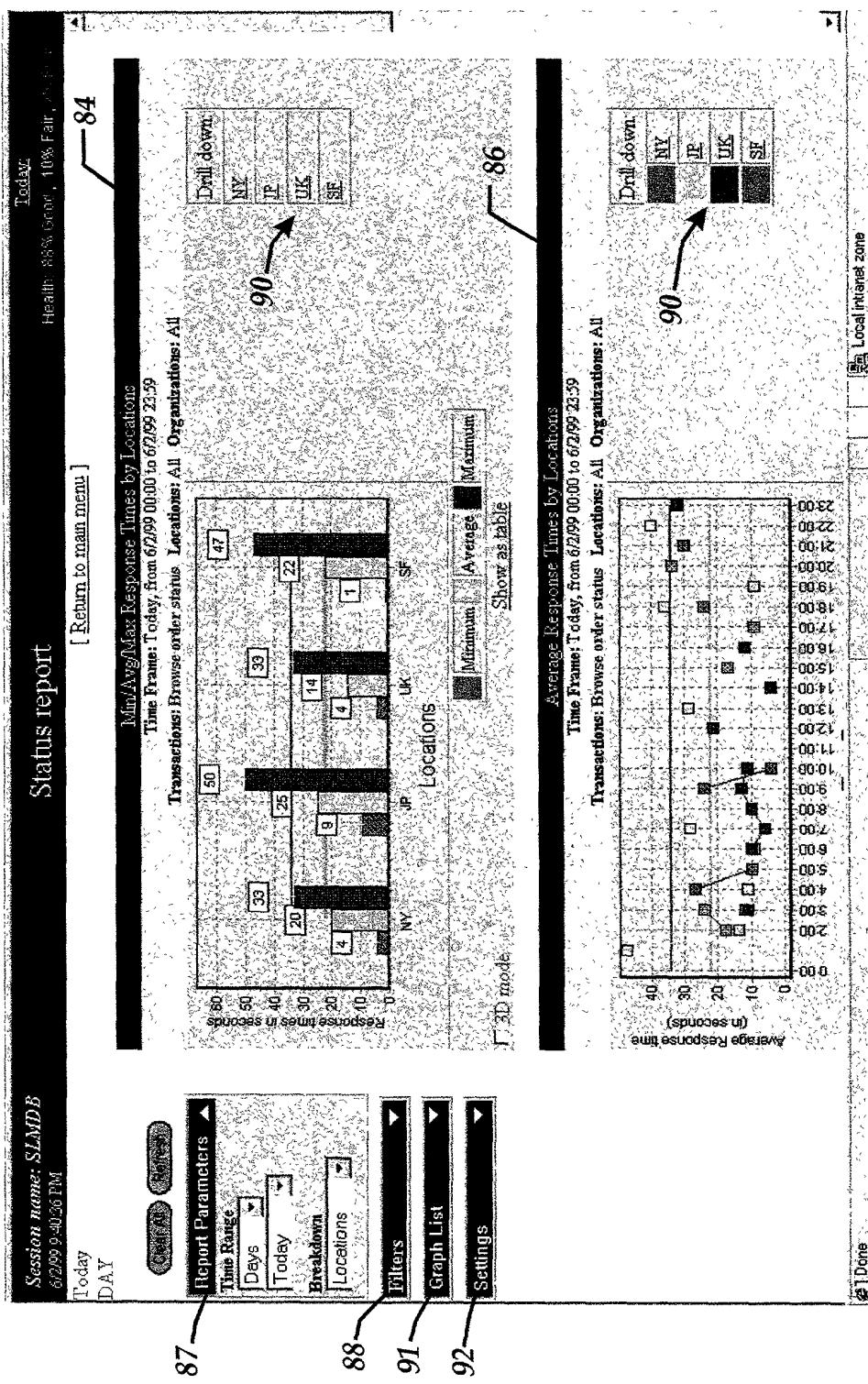


FIG. 15

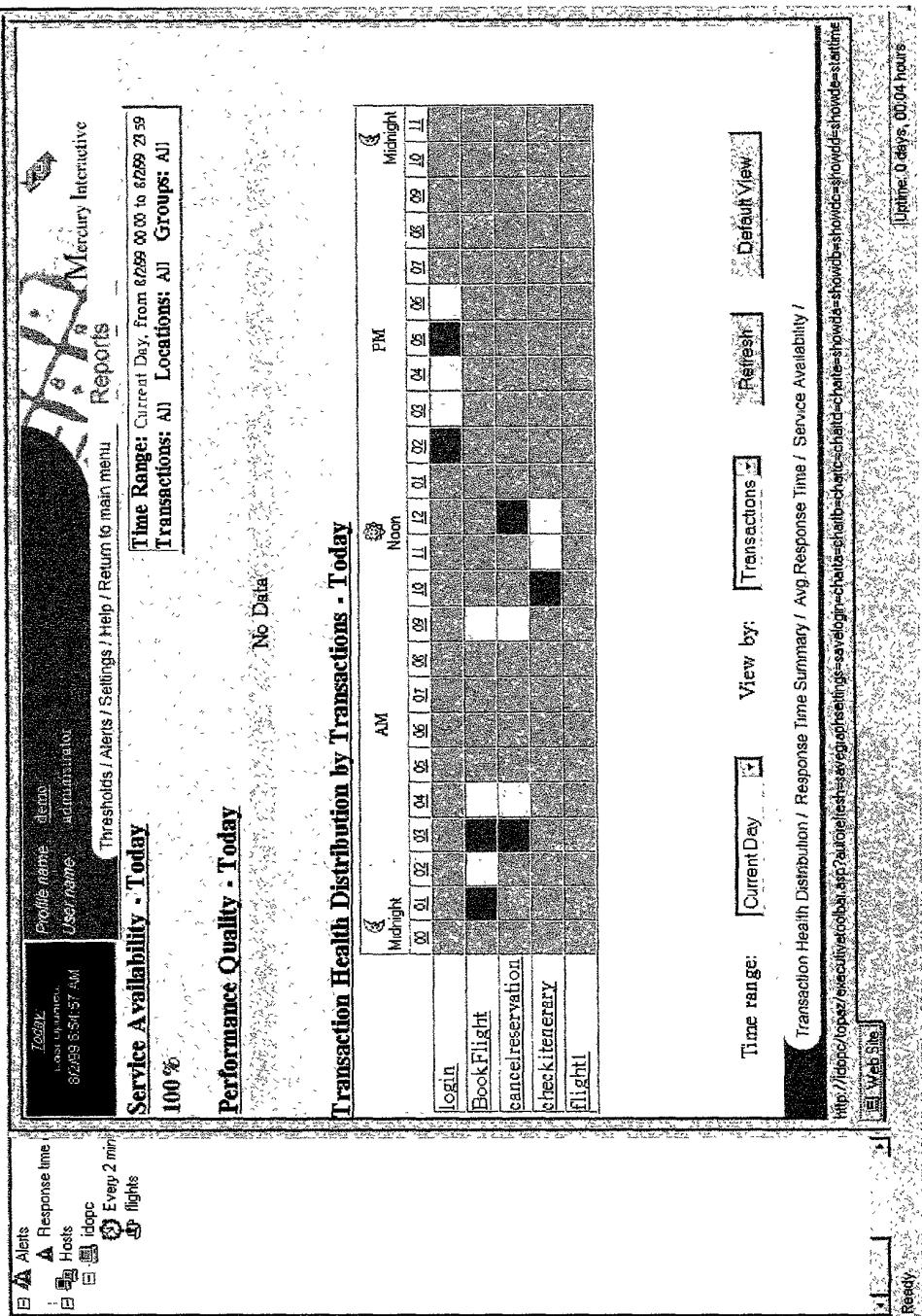
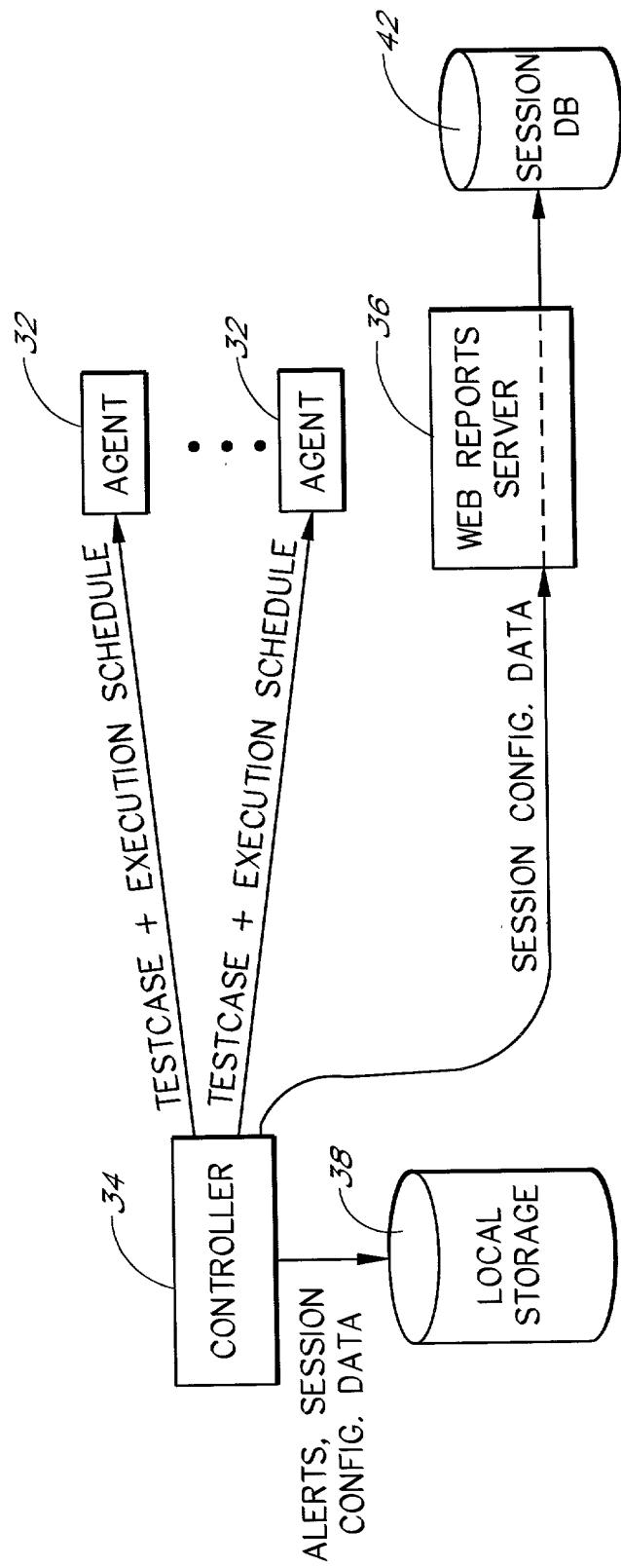
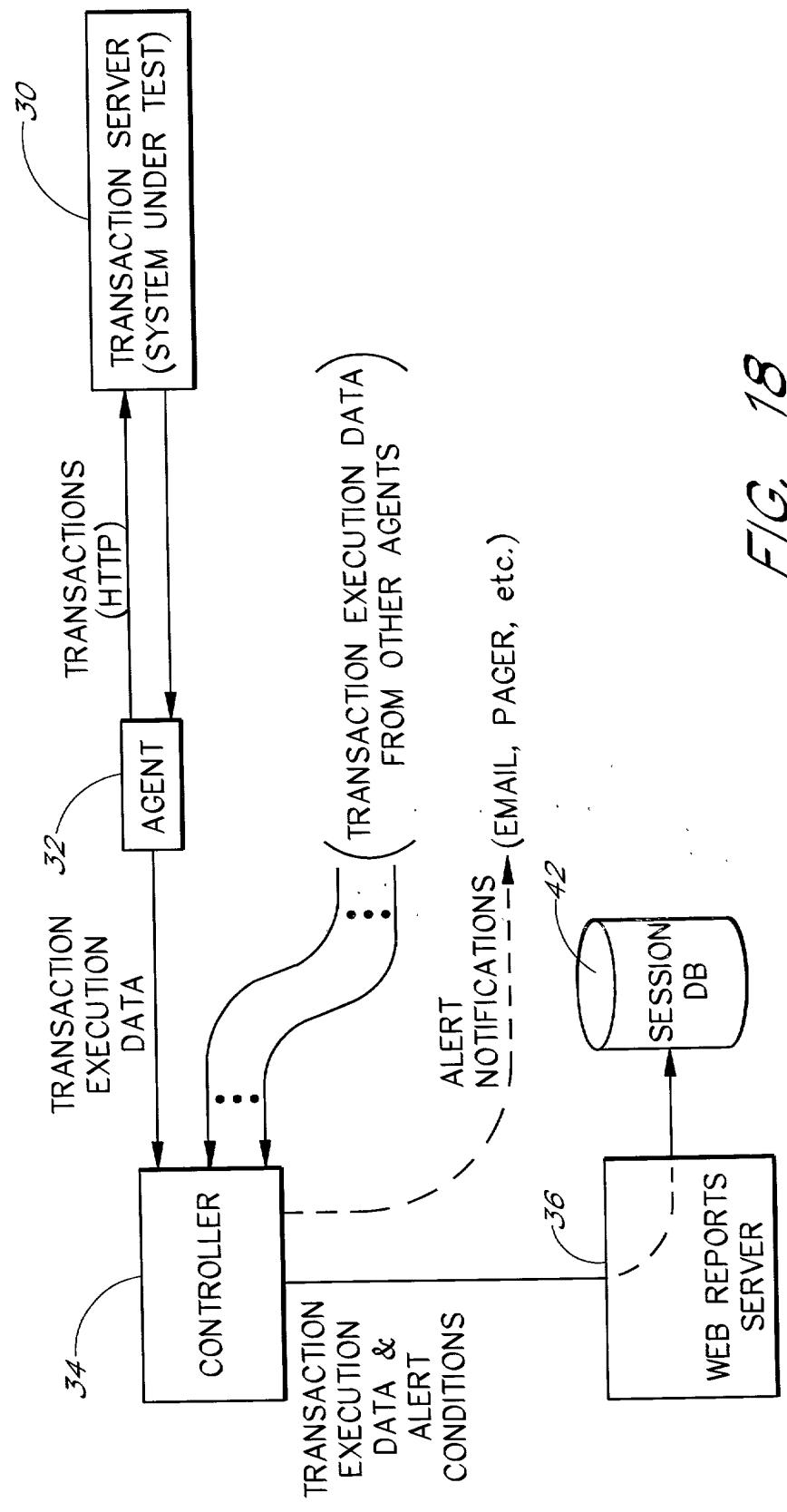


FIG. 16





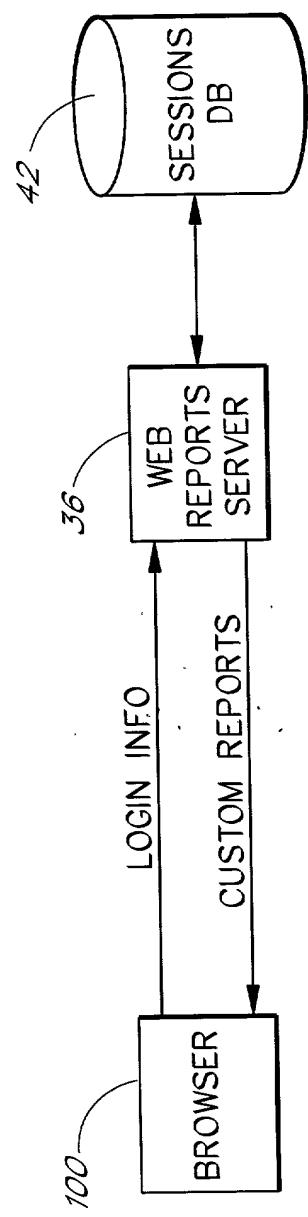


FIG. 19

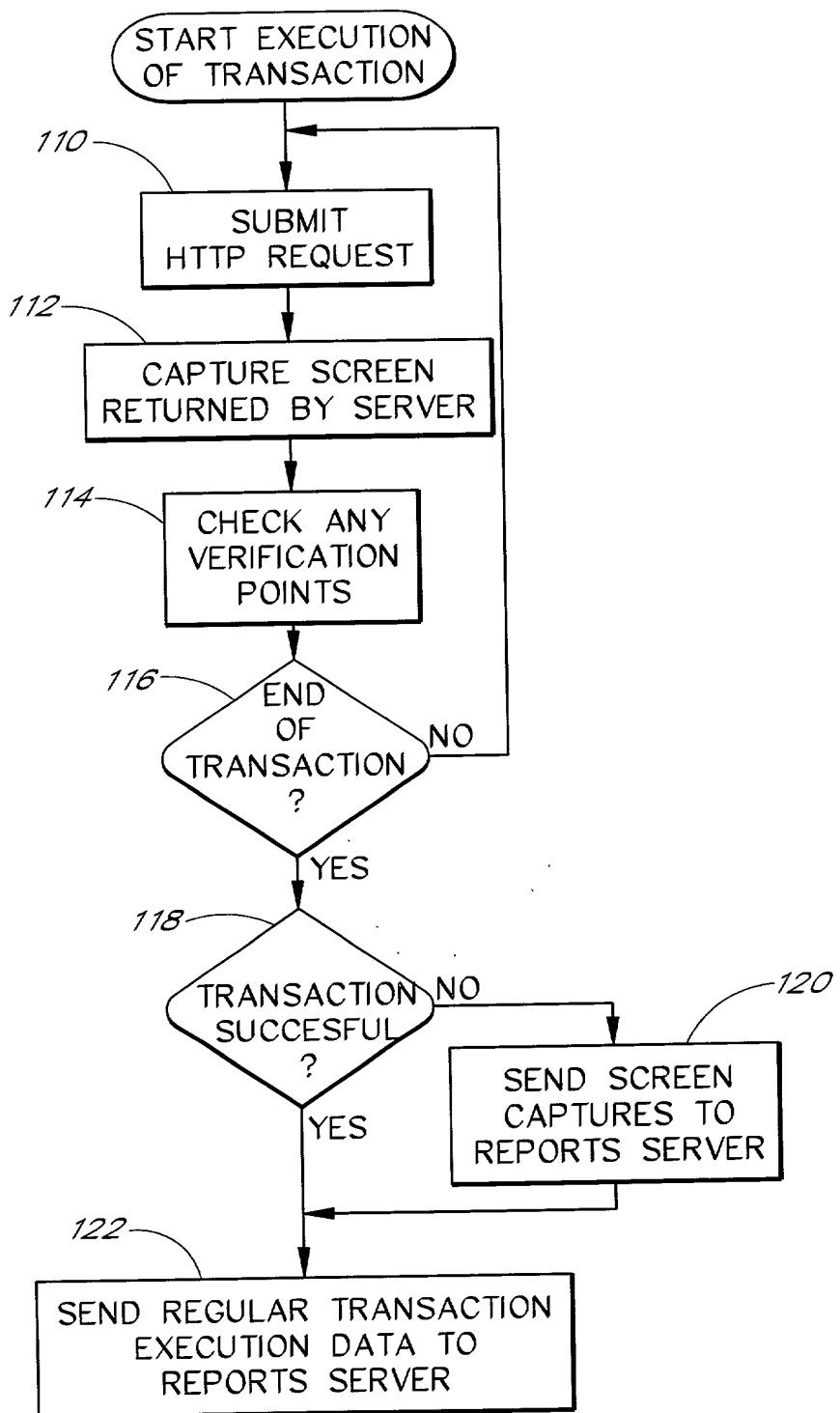


FIG. 20

File Edit View Go Favorite Help

Back Forw... Stop Refresh Home Search Favorite Print Font Mail

Address

Log Out Change Profile Start On... Jan. 09, 2001 12:00 AM

Week ▶ 124 Apply Clear Filters Root Cause Analysis

Period Jan. 9, 2001 12:00 AM – Jan. 15, 2001 11:59PM

Overall Transaction Availability:

Total number of transactions: 2617  
Percentage of successful transactions: 97%

Performance Summary

Overall Transaction Performance:

OK (68.8%) Warning (25.4%) Poor (2.5%) Failed (3.4%)

End-User Experience Performance Summary

Min./Avg. Max response Time Avg. Response Time over Time Service Availability over Time Transaction Breakdown Webtrace Analysis

Network Diagnostics Component Analysis Server-side Monitors Alerts Administration Settings Help

Performance of Three Worst Locations:

OK Warning Poor Failed

1 2 3

130

Performance of Three Worst Transactions:

1. login user 2. stock 5day chart 3. symbol lookup

OK Warning Poor Failed

1 2 3

128

Performance of Servers:

Servers: 1. stocks.server.com 2. web.server.com 3. reports.server.com

OK Warning Poor

1 2 3

132

Alert Notices by Severity:

Low Medium (10) High

0 1 2 3 4 5 6 7 8 9 10 Alerts

133

134

F/G. 21

File Edit View Go Favorite Help

Back Forw... Stop Refresh Home Search Favorite Print Font Mail

Address

Log Out Change Profile per Week by Transaction ▶

Start On... Jan. 09, 2001 12:00 AM Apply

Clear Filters

Root Cause Analysis

Transaction Performance by Transaction Period: Jan. 9, 2001 12:00AM - Jan. 15, 2001 11:59PM

Min./Avg. Max response Time

Avg. Response Time over Time

Service Availability over Time

Transaction Breakdown

Webtrace Analysis

Network Diagnostics

Component Analysis

Server-side Monitors

Alerts

Administration

Settings

Help

136 214

Profile: SampleReport

Active filters: showing only Location New York

Displays a representation of average transaction response times and failed transactions, overtime. Use this report to pinpoint and characterize specific problem areas related to average transaction response time and service availability. More...

134

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
login user			X				
symbol lookup				X			
stock 5day chart			X			X	
view portfolio							
register new user					X		

File Edit View Go Favorite Help

Back Forw... Stop Refresh Home Search Favorite Print Font Mail

Address

Log Out Change Profile per Week by Transaction ▶

Start On... Jan. 09, 2001 12:00 AM Apply Clear Filters

Transaction Breakdown

Period: Jan. 9, 2001 12:00AM – Jan. 15, 2001 11:59PM

Profile: SampleReport 93 total transactions

Min./Avg. Max response Time

Avg. Response Time over Time

Service Availability over Time

Transaction Breakdown

Webtrace Analysis

Network Diagnostics

Component Analysis

Server-side Monitors

Alerts

Administration

Settings

Help

1.34

1.38 214

M

DNS Resolution Connection Server Time Network Overlap Network Time Client Time Data Table

140

Active filters showing only Location New York

1.34

Displays a breakdown of transaction response time by server, network, and client times. Use this report to determine whether poor transaction response times are being caused by server or network problems, or client delays. More...

1.34

	Size (KB)	Breakdown
login_user	52.80	
register_new_user	43.33	
stock_5day_chart	44.85	
symbol_lookup	51.87	
view_portfolio	45.75	
Milliseconds		2860 5720 8580 11440 14300

F/G. 23

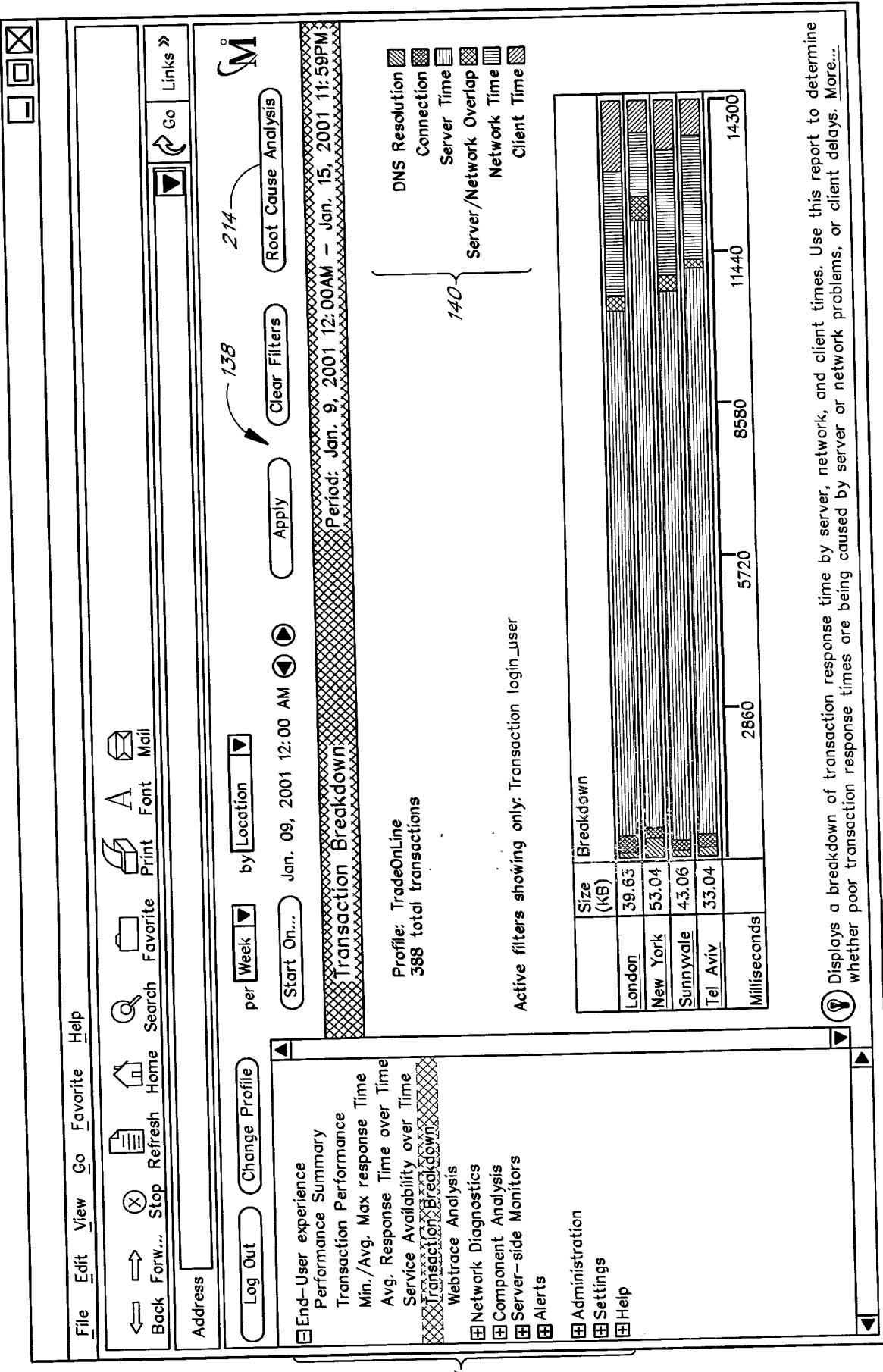
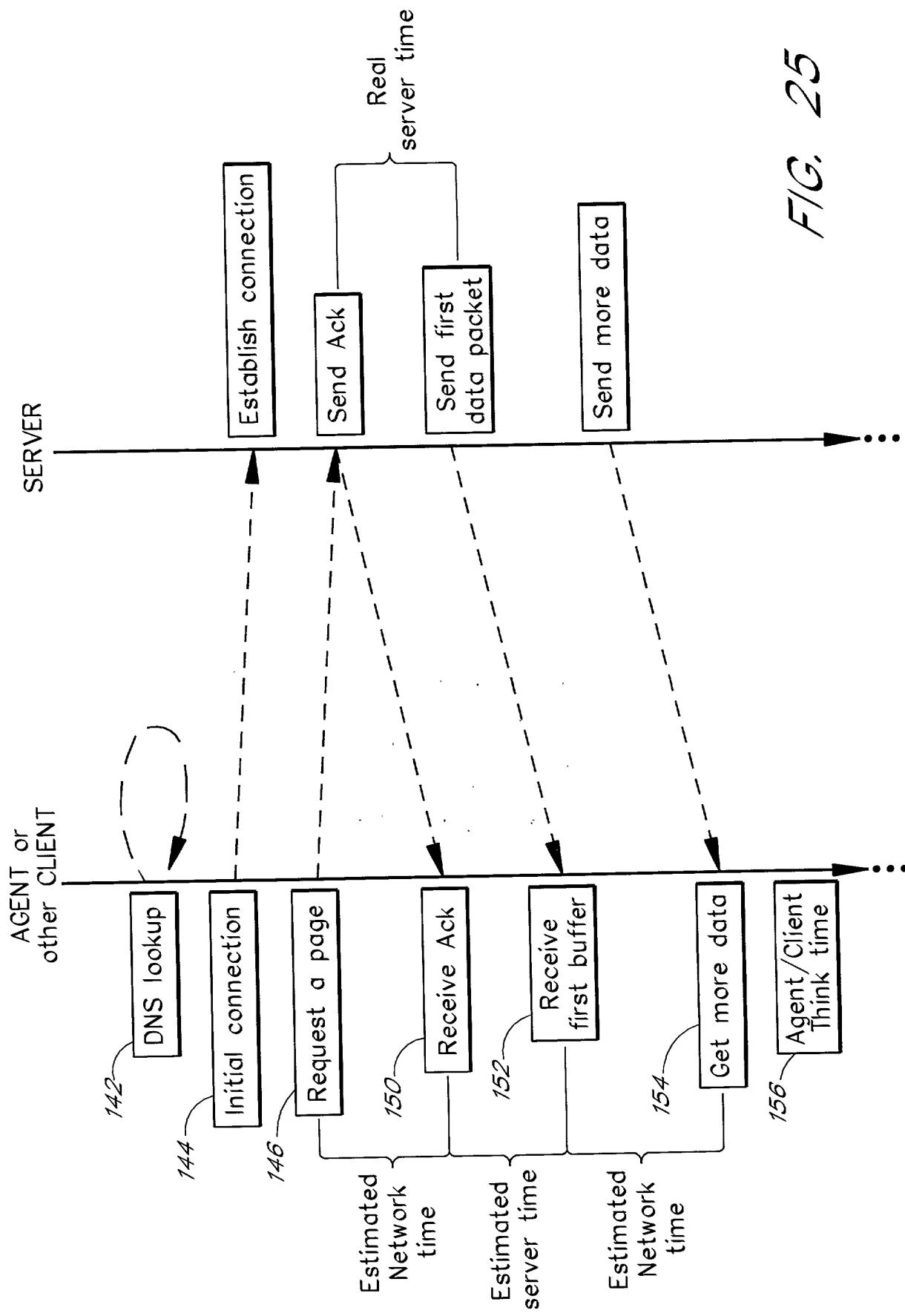


FIG. 25



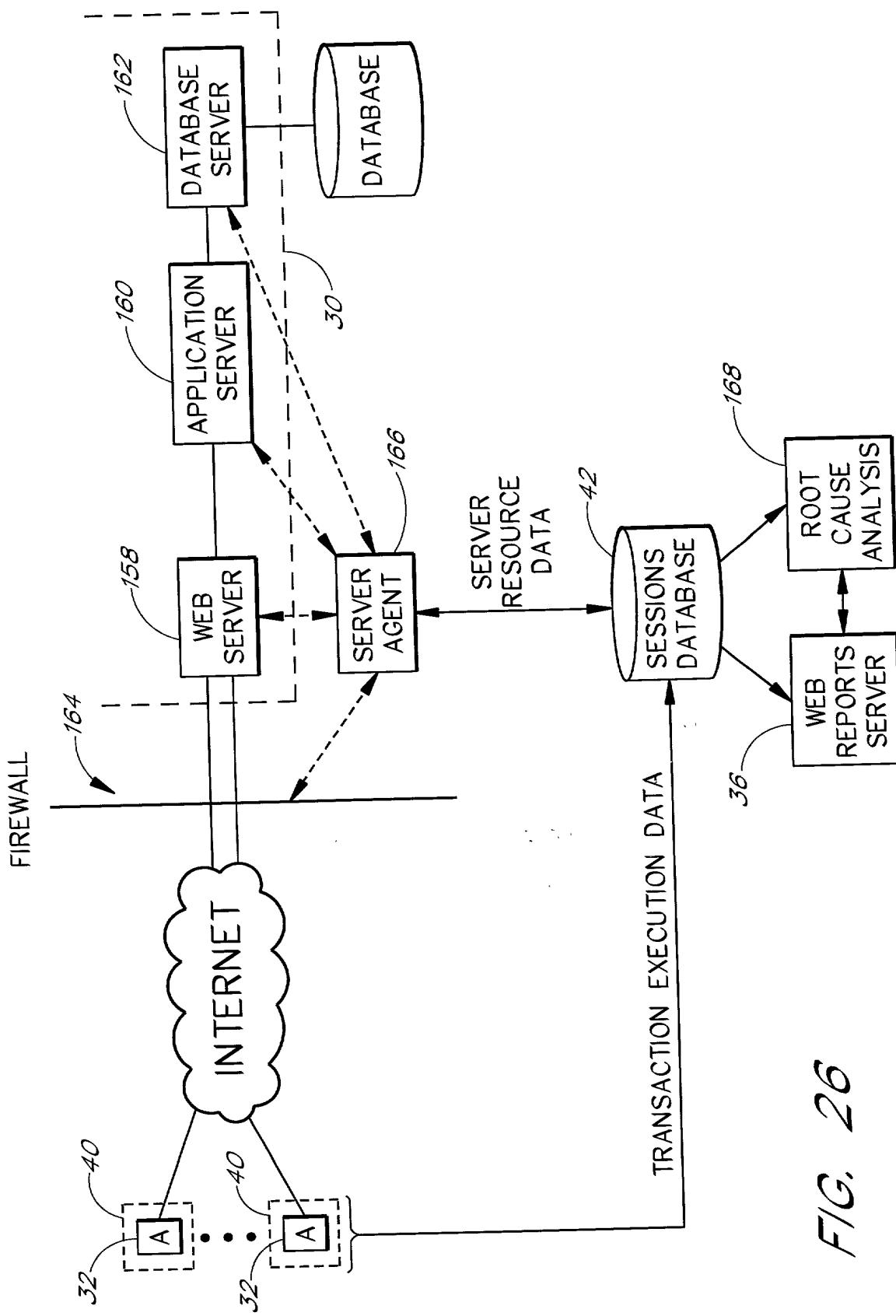


FIG. 26

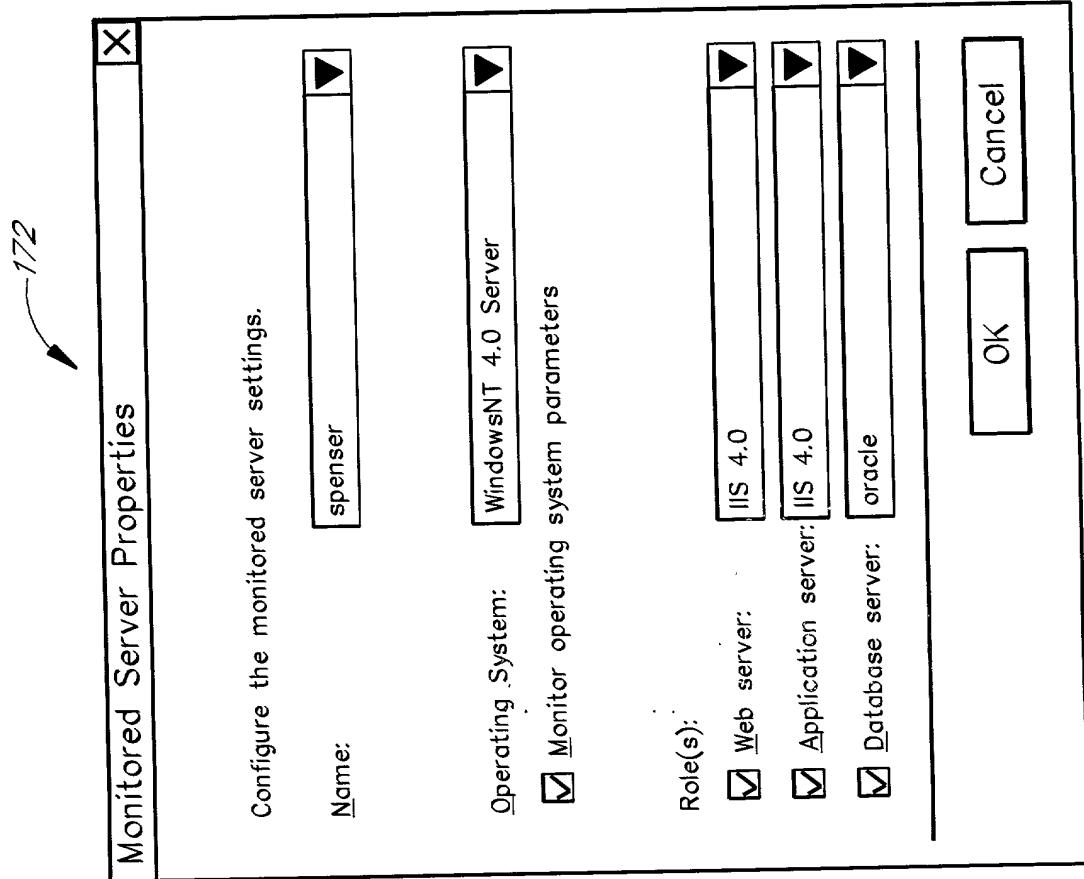
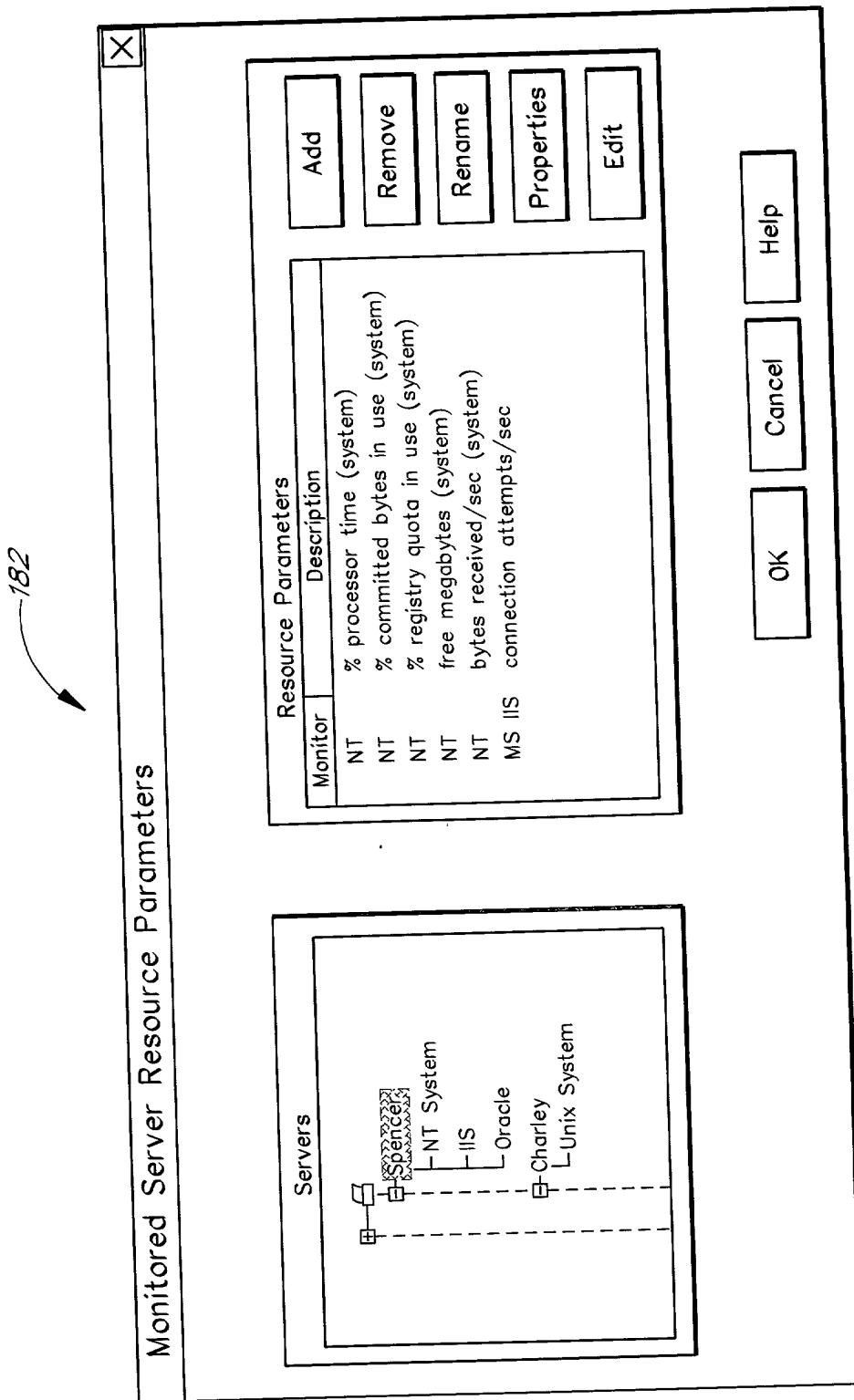


FIG. 28



182

File Edit View Go Favorite Help

Back Forw... Stop Refresh Home Search Favorite Print Font Mail

Address

Log Out Change Profile

End-User experience Summary  
Performance Time over Time  
Transaction Performance  
Min./Avg. Max response Time  
Avg. Response Time over Time  
Service Availability over Time  
Transaction Breakdown  
Webtrace Analysis

Network Diagnostics  
Component Analysis

Server-side Monitors  
Server Monitors  
Server Resource Performance

Alerts  
Administration  
Settings  
Help

Clear Filters Root Cause Analysis

Period: Feb. 6, 2001 12:00AM - Feb. 12, 2001 11:59PM

Profile: TradeOnLine

192 214 194 196

OK Warning Poor No Threshold defined

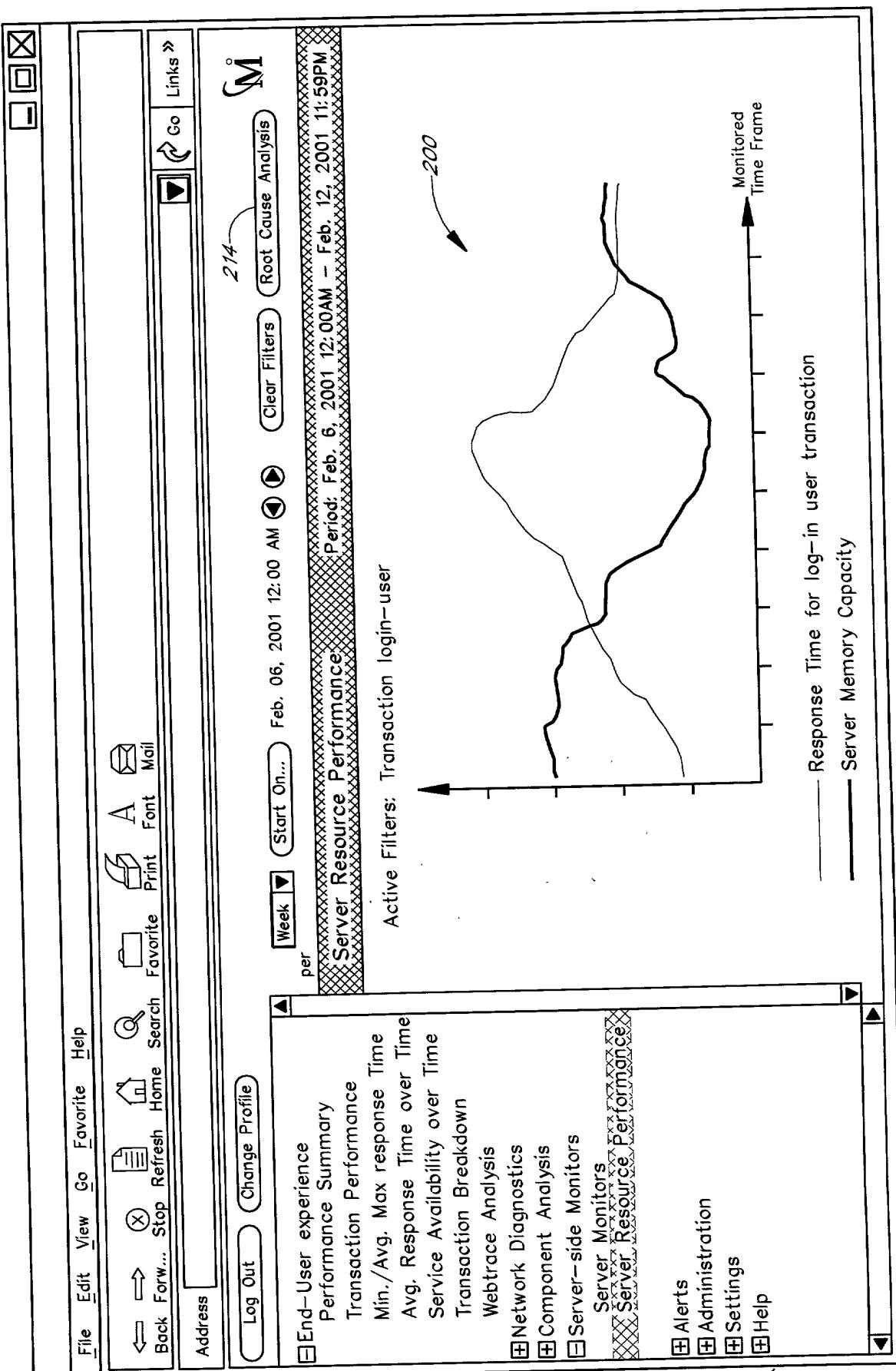
STOCKS.SERVER.COM ()

	Status	Monitor	Resource Parameter	Avg. Value	Last Updated
<input type="checkbox"/>	○	IIS	Requests Queued (Active Server Pages)	15,6768.00	2/9/00 8:45:15 AM
<input type="checkbox"/>	△	IIS	Requests Rejected (Active Server Pages)	13,456.00	2/9/00 8:45:15 AM
<input type="checkbox"/>	○	IIS	Requests/Sec (Active Server Pages)	7.65	2/9/00 8:45:15 AM
<input type="checkbox"/>	○	IIS	Page Faults/sec (Memory)	0.05	2/9/00 8:45:15 AM
<input type="checkbox"/>	×	IIS	Page Reads/sec (Memory)	0.06	2/9/00 8:45:15 AM
<input type="checkbox"/>	○	IIS	Page Writes/sec (Memory)	0.03	2/9/00 8:45:15 AM
<input type="checkbox"/>	△	IIS	% Processor Time (Processor 0)	0.41	2/9/00 8:45:15 AM

Generate

\* Click "Generate" to build graph(s) for selected resource parameters

F/G. 29



File Edit View Go Favorite Help

Back Forward Stop Refresh Home Search Print Mail

Font Links

Address

Log Out Change Profile

End-User experience Performance Summary Transaction Performance Min./Avg. Max response Time Avg. Response Time over Time Service Availability over Time Transaction Breakdown

Webtrace Analysis

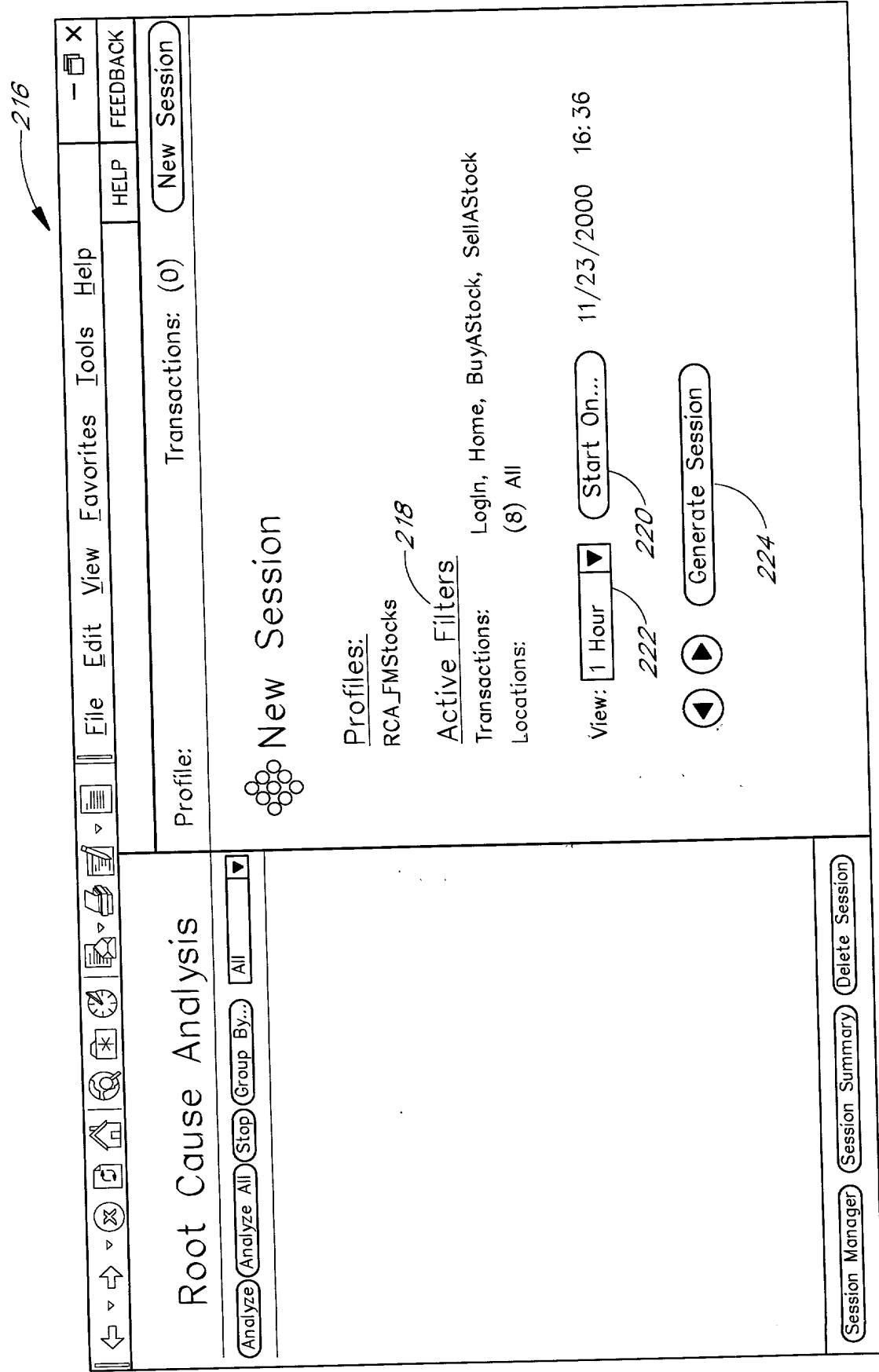
Root Cause Analysis

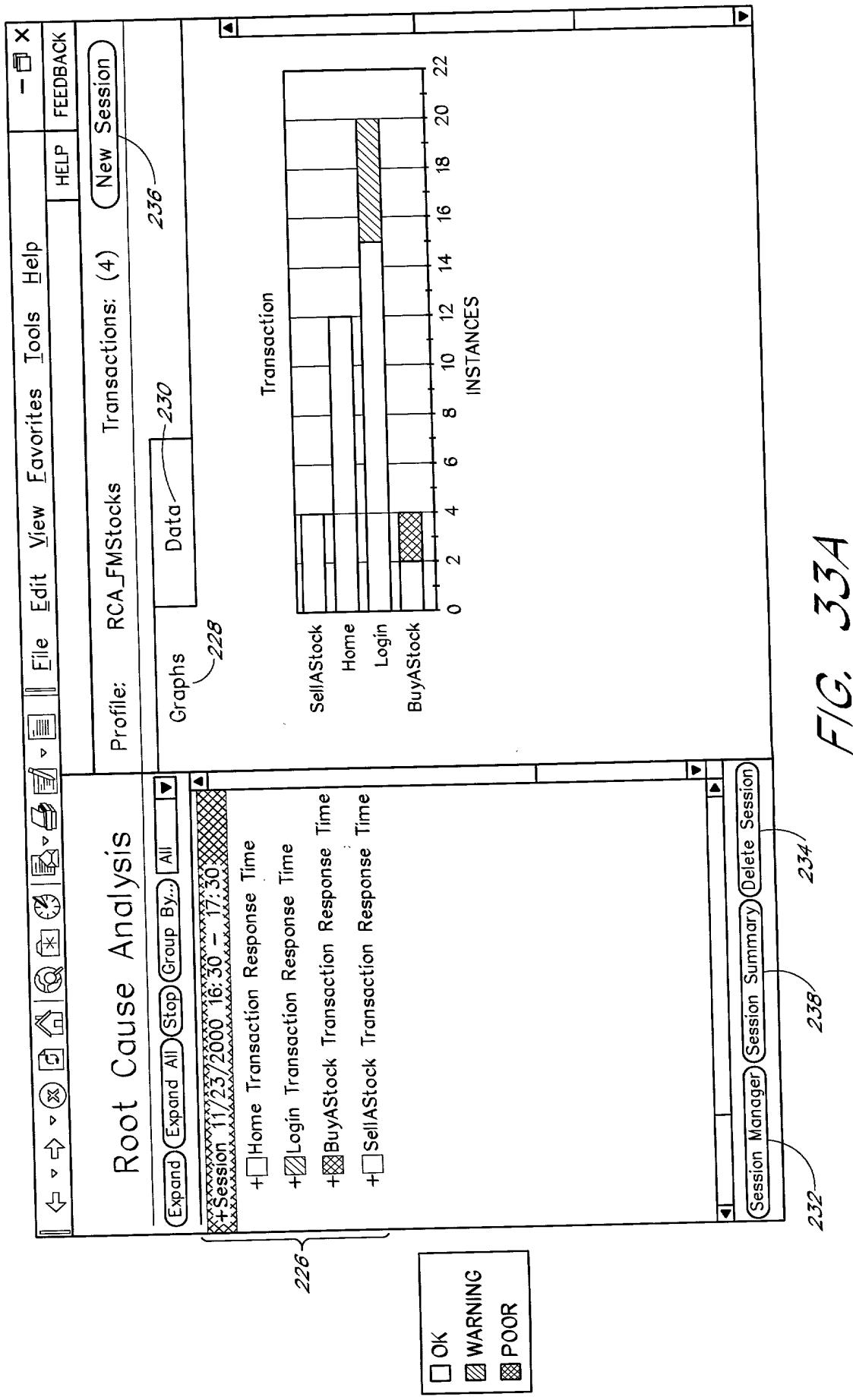
Route from nt-server to stocks server.com

210 214 212

Step Num	Hop Name	Hop IP	Error Num	Time (millisec)
0	host1.sjccent.com	207.87.51.1	2	10
1	n/a	207.87.53.5	1	10
2	sjc3-core4-pos6-0 atlas.digex.r.et	165.117.67.138	0	20
3	sjc3-bb1.atlas digex.net	165.117.56.98	0	10
4	p7-1.paladto-nbr2.bbnplanet.net	4.0.6.77	0	10
5	p4-0.sanjose1-nbr1.bbnplanet.net	4.0.1.2	0	<10
6	p9-0-0.sjccolo-core1.bbnplanet.net	4.0.6.158	0	240
7	fa12-1-0.sjccolo-border1.bbnplanet.net	207.240.2.35	0	10
8	n/a	207.240.200.6	0	10
9	n/a	128.12.19.59	0	10

FIG. 31





236

Root Cause Analysis

Profile: RCA\_FMSstocks Transactions: (4) (New Session)

File Edit View Favorites Tools Help - FEEDBACK

Graphs Data

230

228

Session 11/23/2000 16:30 - 17:30

+ Home Transaction Response Time

+ Login Transaction Response Time

+ BuyAStock Transaction Response Time

+ SellAStock Transaction Response Time

Session 11/23/2000 16:30 - 17:30

Field Value

Transactions Login, Home, BuyAStock, SellAStock

Profile RCA\_FMSstocks

Locations All

date\_start 11/23/2000 16:30:00

date\_end 11/23/2000 17:30:00

Session Manager Session Summary (Delete Session)

232 238 234

226

OK  
WARNING  
POOR

FIG. 33B

**Root Cause Analysis**

Session 11/23/2000 16:30 - 17:30

- + Home Transaction Response Time
- + Login Transaction Response Time
- + BuyAStock Transaction Response Time
- + SellAStock Transaction Response Time

Profile: RCA\_FMSstocks Transactions: (4)

File Edit View Favorites Tools Help

Graphs Data

Select metric instance: 0 BuyAStock

Transactions: (4)

File Edit View Favorites Tools Help

Feedback

New Session

OK WARNING POOR

Time Range
 

- \* Transaction Response Time
- Current Monitor (Thu Nov 23 17:01:13)

Transaction Response Time

BuyAStock

Time

Response

0 10000 20000 30000 40000 50000

10:00 11:00 12:00 13:00 14:00 15:00 16:00 17:00 18:00

10:30 11:30 12:30 13:30 14:30 15:30 16:30 17:30

255

**Root Cause Analysis**

Expand All Stop Group By... All

+ Session 11/23/2000 16:30 – 17:30

+ Home Transaction Response Time

+ Login Transaction Response Time

+ BuyAStock Transaction Response Time

+ SellAStock Transaction Response Time

226

OK  
WARNING  
POOR

Profile: RCA\_FMSStocks Transactions: (4)

File Edit View Favorites Tools Help

HELP FEEDBACK

New Session

230

228

236

232

238

234

252

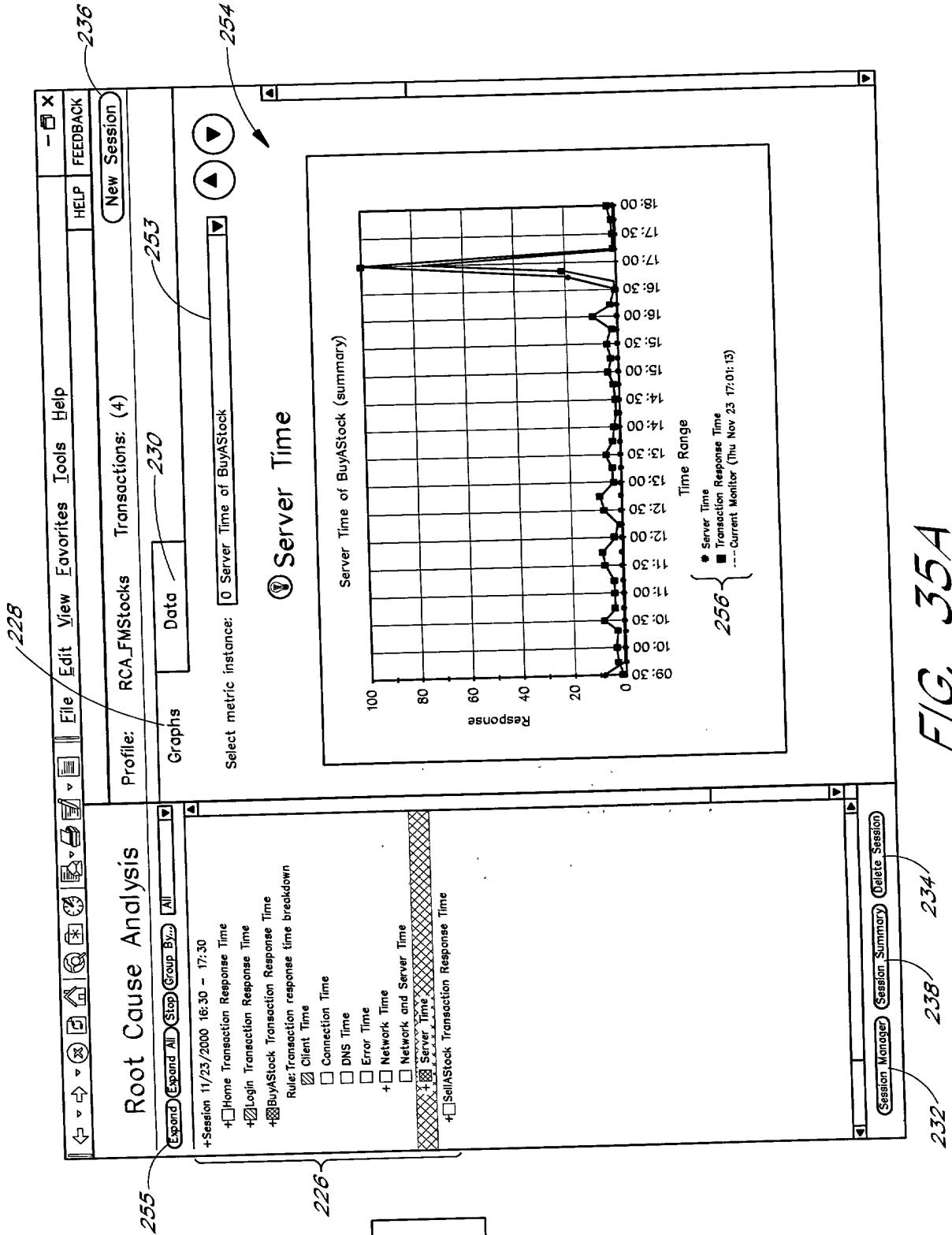
Transaction Response Time

Property	Value
Value	466687.0(466687.0)
Grade	10.0(10.0,10.0)
ID	822753
Transaction File	BuyAndSellStockLR
Transaction	BuyAStock
Location	RCA Lab rca4
Host Machine	n/a
Profile	2
Date/Time	11/23/2000 17:01
Success	Pass
Value History	[9373.0, 9874.0, 10314.0, 11837.0, 10124.0, 10194.0, 9924.0, 11236.0, 11256.0, 8902.0, 11586.0, 12157.0, 9203.0, 9603.0, 10605.0, 9974.0, 9283.0, 8832.0, 96333.0, 95033.0, 10455.0, 9914.0, 10505.0, 9754.0, 11616.0, 95533.0, 8912.0, 16984.0]

Session Manager Session Summary Delete Session

F/G. 34B

File Edit View Favorites Tools Help - FEEDBACK



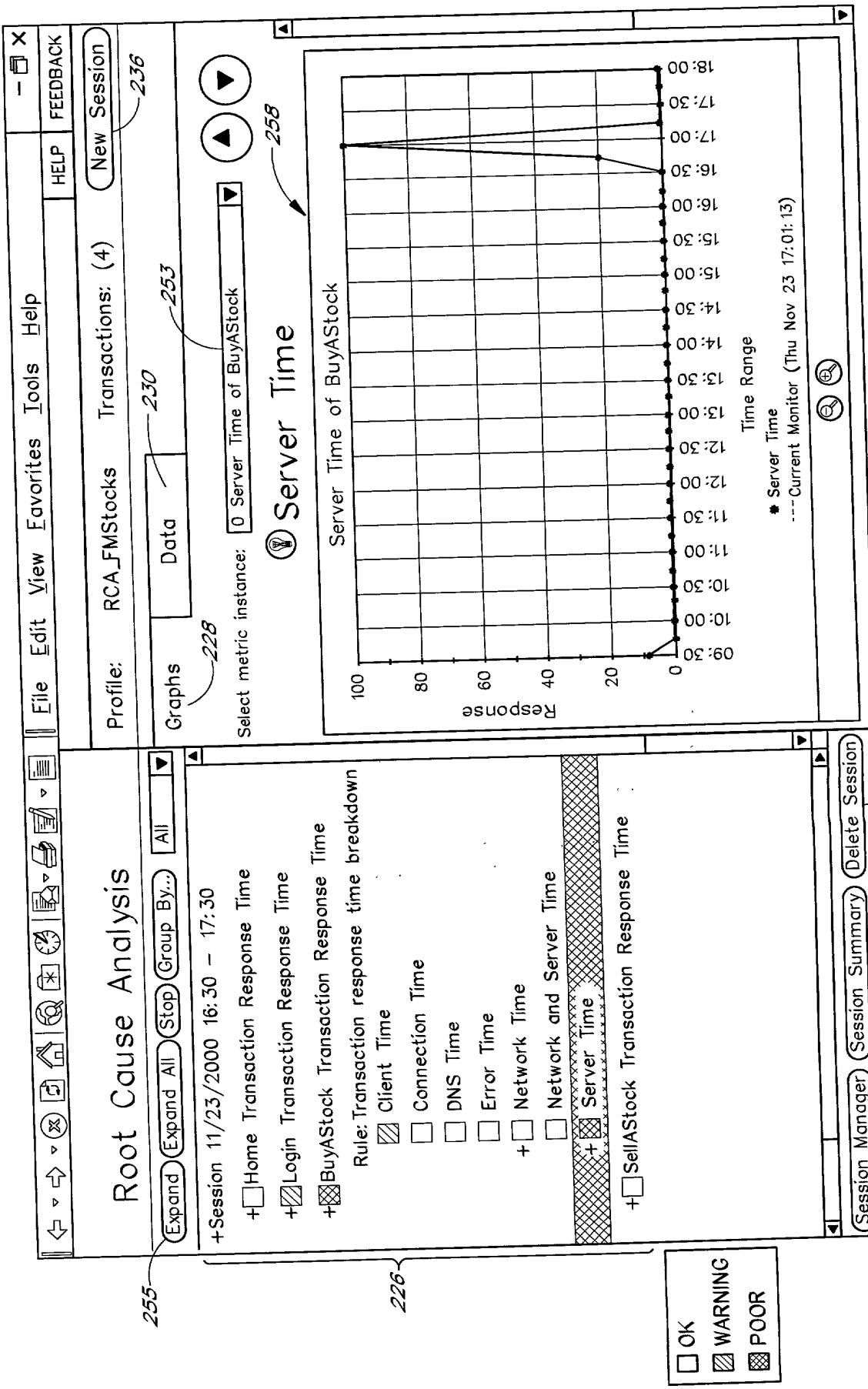
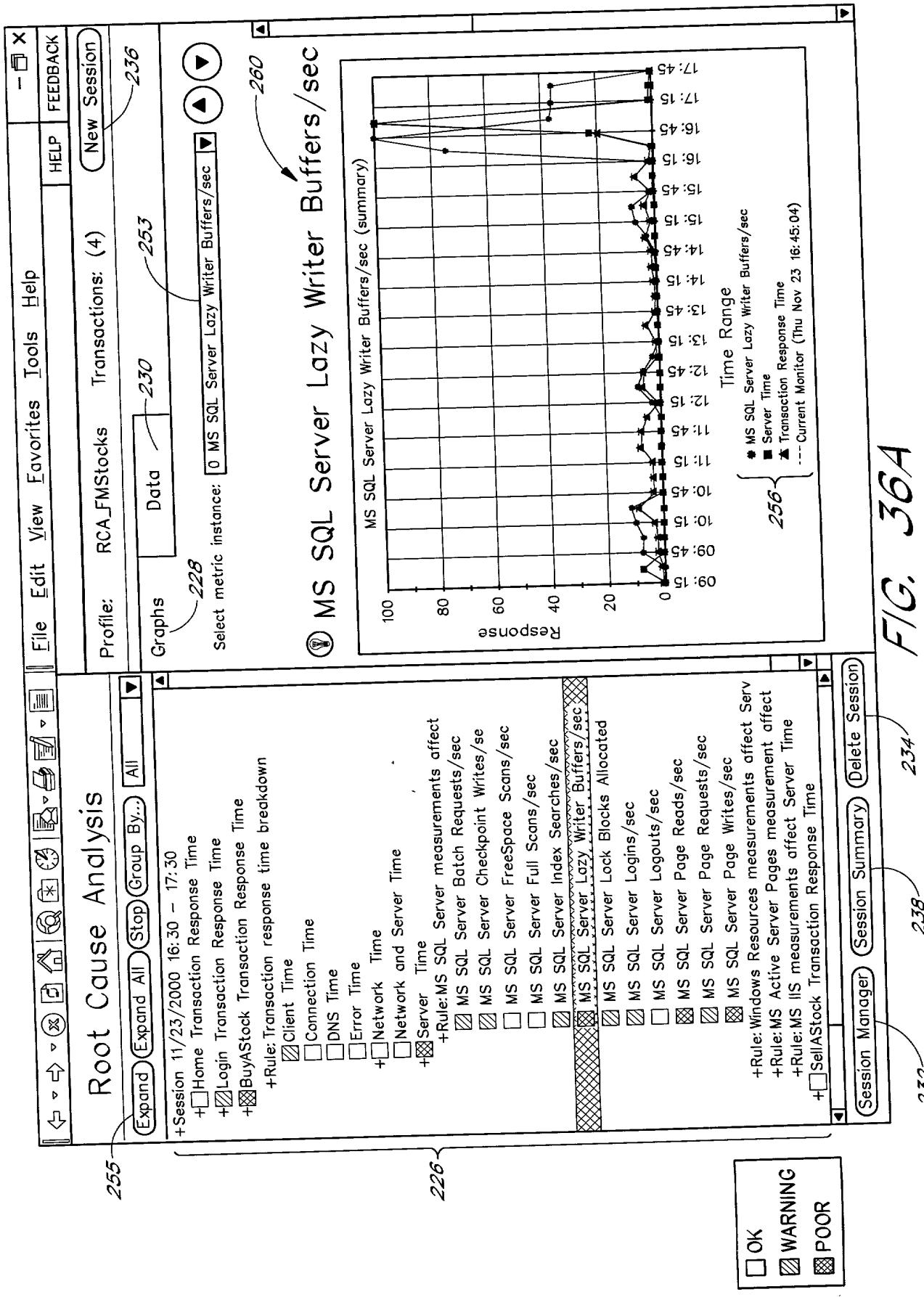
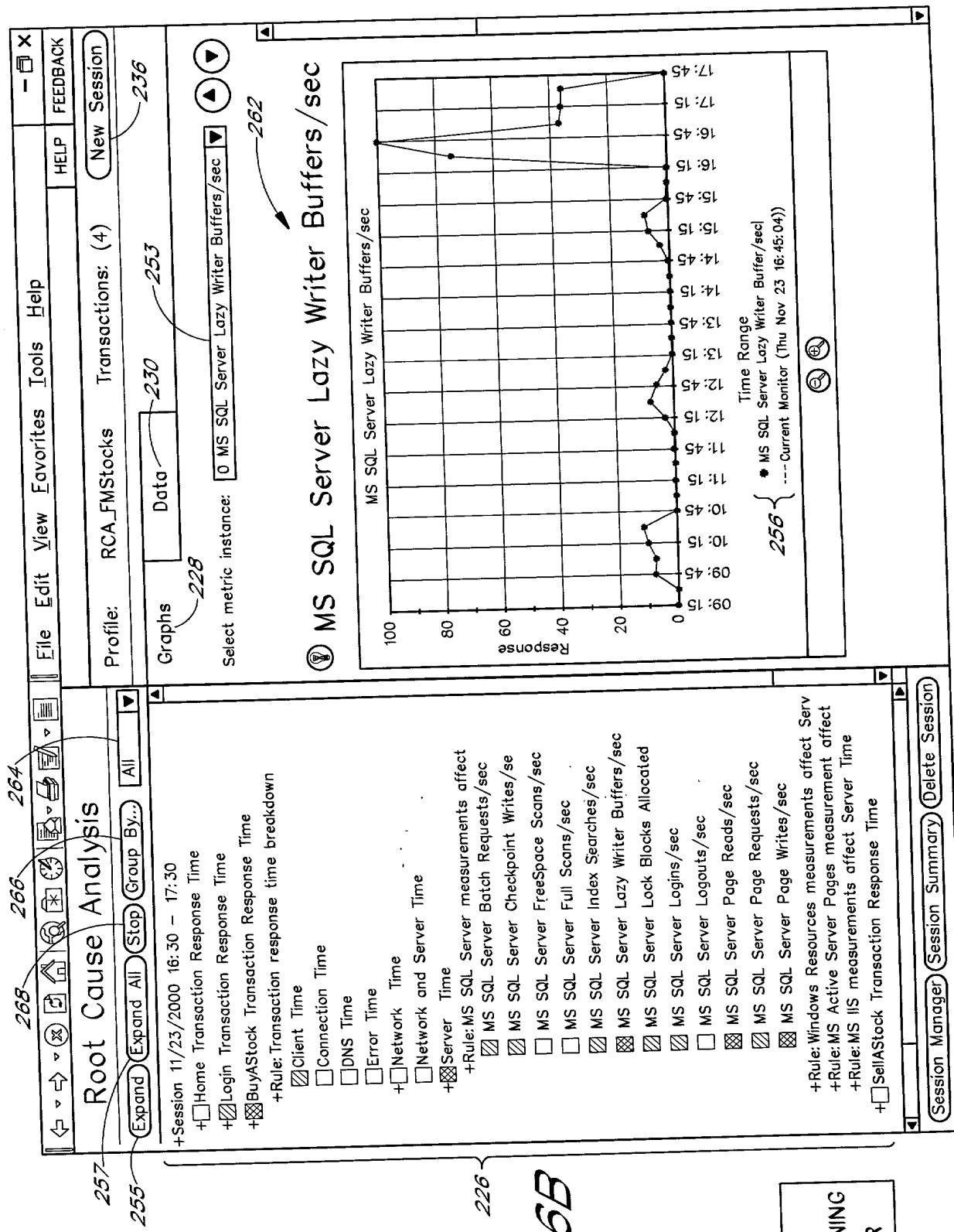
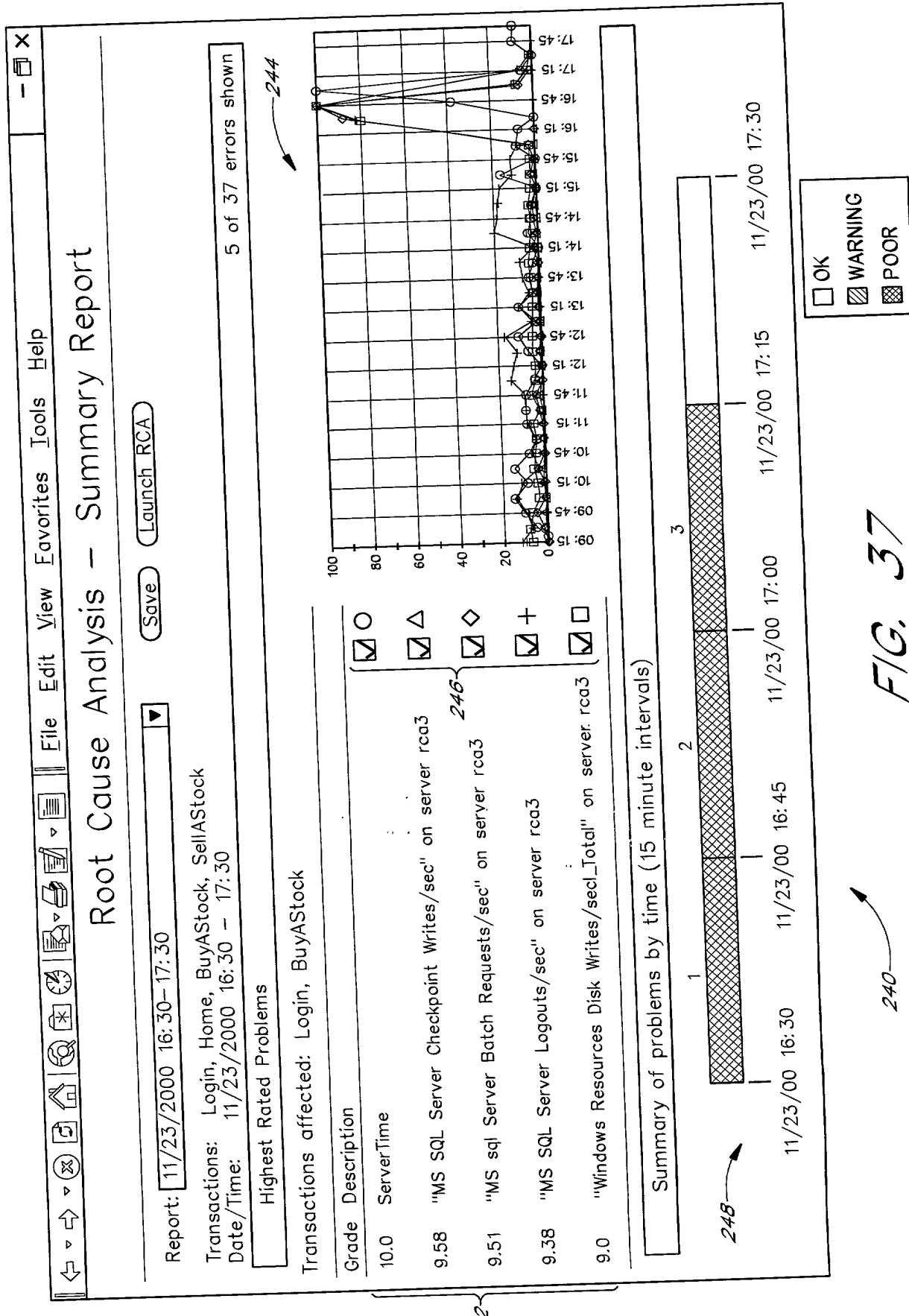
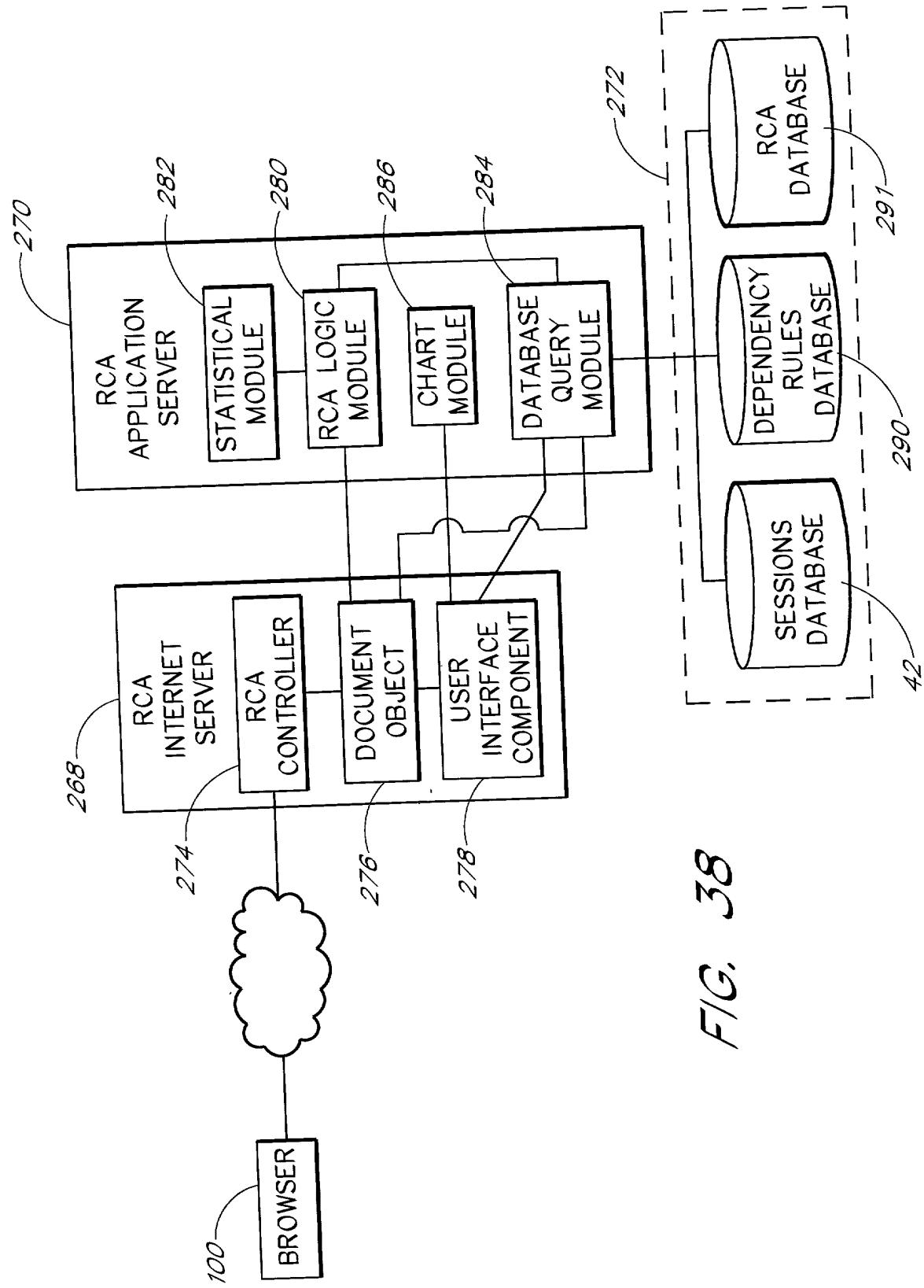


FIG. 35B









F/G. 38

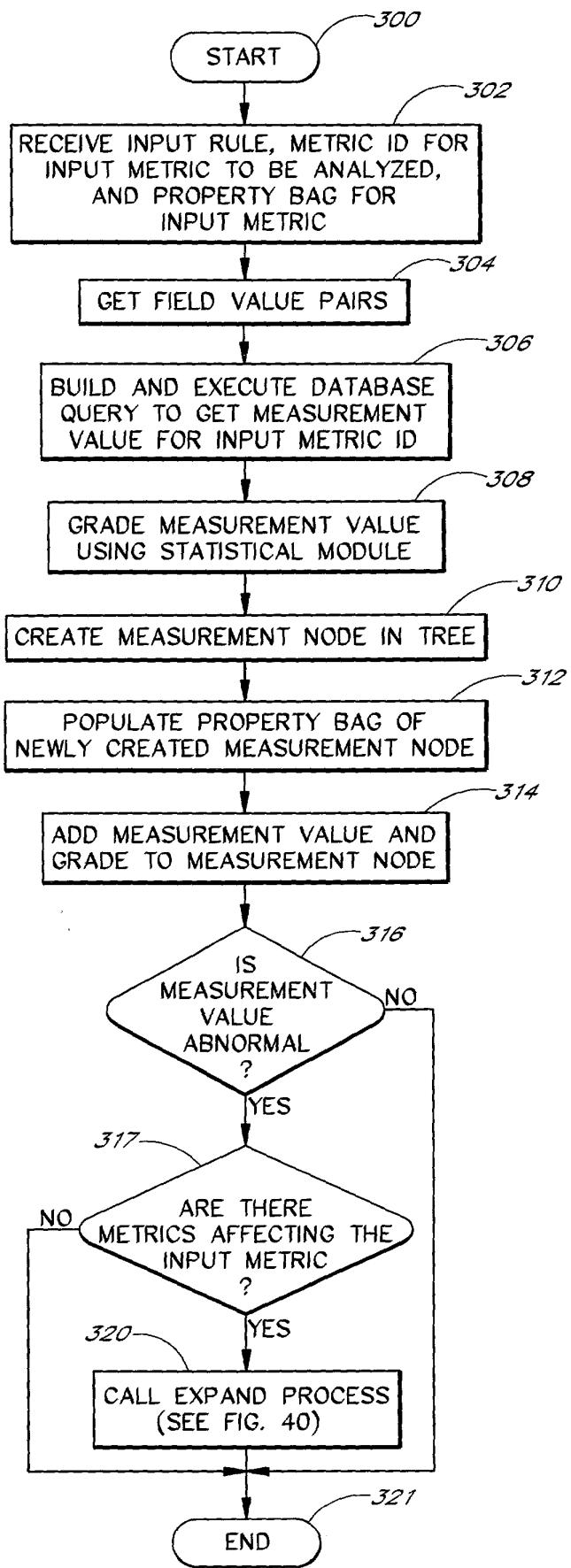


FIG. 39

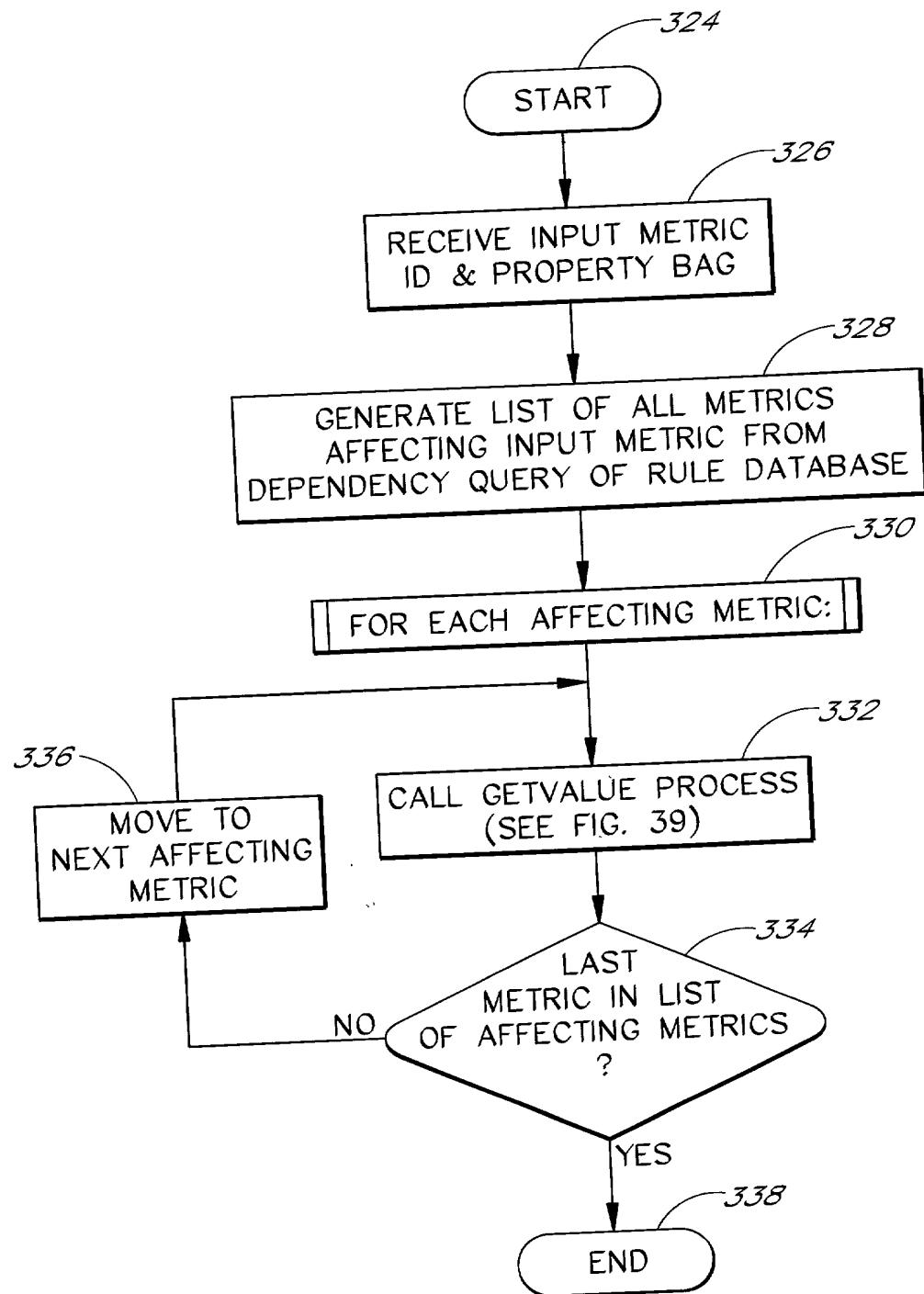


FIG. 40

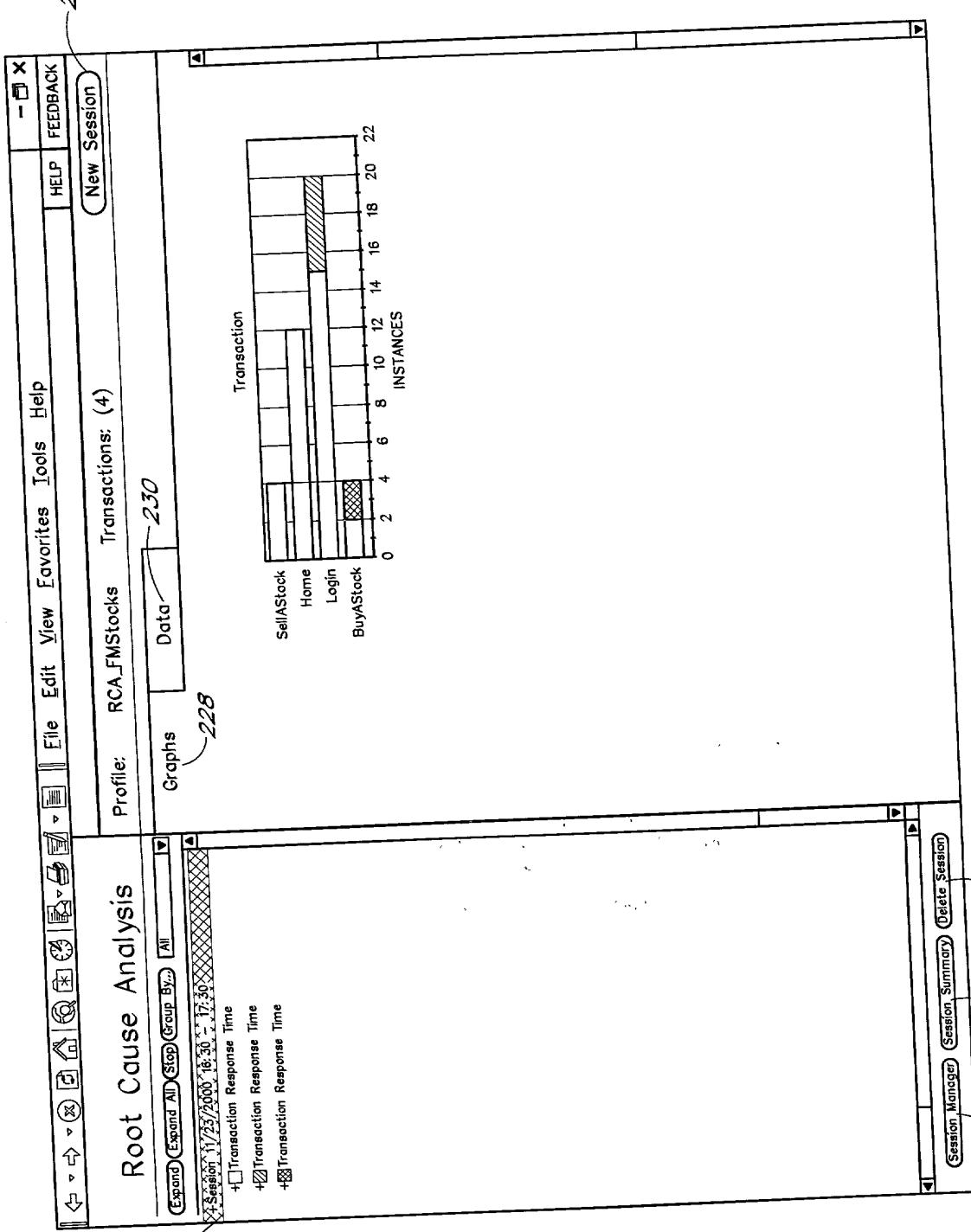


FIG. 41